

# MULTIMEDIA REPAIR GUIDE

## for

### Touch 2 & Touch 2 with Go

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## Preamble

This document is intended to help technicians to solve issues related to the multimedia system Touch 2 (with Go) only.

This document concerns all Toyota vehicles equipped Touch 2 or Touch 2 with Go except Aygo, ProAce and Land Cruiser 200.



Toyota Aygo



Toyota ProAce



Toyota Land Cruiser 200



This document aims to guide you in effectively diagnosing the customer complaint and to support you solving the issue.

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## Information about the Touch 2 system

There are 2 possible configurations for the Touch 2 system :

- Display Audio only (Touch 2)
- Display Audio + Extension Box (Touch 2 With Go)

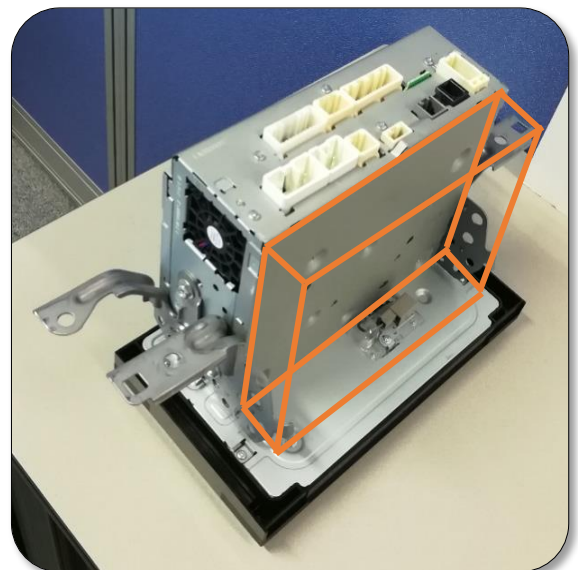
The Extension Box is an optional module which brings new functionalities to the multimedia system.



*Display Audio*



*Extension Box*



*Display Audio with location of the Extension Box*

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## How to install the Extension Box in the vehicle

Go on:

[Techdoc 1: Accessory Installation Manual](#)

# Accessory Installation Manual

Q Search

Welcome to AIM

All vehicles

1- Select the vehicle ▼

All generations ▼

All categories

2- Select installation manual ▼

All accessory groups

3- Select Navigation systems ▼

Enter part number...

Enter accessory name...

Enter publication number...

☐ Show most recent first

4- Follow the manual instructions



### Remarks: (C-HR only)

When installing the Extension Box, pay attention that the Extension unit is correctly oriented. The big supplier label must face the ground, and the terminals of the EXT box should face the interior of the car not the engine.

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## 1- Understand the problem

Ask the customer details about the complaint and its occurrence conditions

1. What is the problem (phenomenon description)
2. When did the problem start (i.e. after pairing new phone, after update, always present...)
3. When does the problem occur (i.e. at vehicle start, when driving, random, certain area, specific operation, ...)
4. Details count (i.e. brand and model of paired phone, size USB memory...)

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## 2- Identify the multimedia system

- Is it a Touch 2 system ?
- Is the multimedia system composed by the Display Audio only, or is there also an Extension Box ?

The software version gives the information.

Go to: -> **Setup** -> **General** -> **System information**

In this menu, you can find the **Device ID** and **the system configuration**:

### - Touch 2 with Extension Box:

**Touch 2 with Go / Go Plus**



Touch 2 with Go versions: 3.x.x, 4.x.x and 6.x.x (MM13-14-16)

4.x.x W L

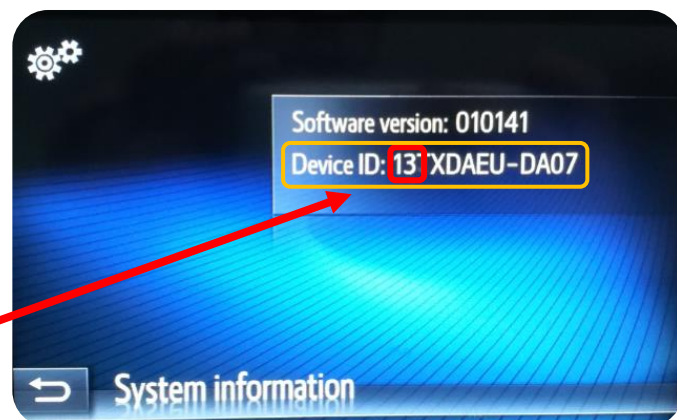
W / E: West Europe Map / East Europe Map

- L (Low): Touch 2 **with Go**
- H (High): Touch 2 **with Go Plus**

### - Touch 2 without Extension Box (DA only): **Touch 2**

Device ID starts by 13, 14 or 16  
(MM13-14-16)

MM13



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### 3- Check the DTC codes menu in the vehicle

#### Access the Service menu ?

##### 1) First method

- a- Key "ON"
- b- Press and hold the hard key "CAR"
- c- Switch On/Off the headlights 3 consecutive times in quick succession



##### 2) Alternative method (Service menu for vehicle with Daytime Running Light)

1 Audio off (click on On/Off button)



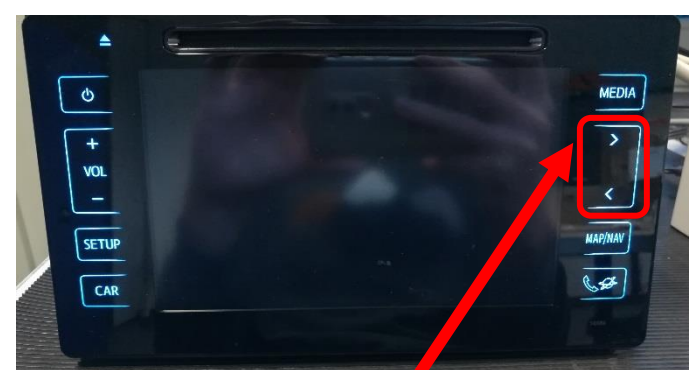
2 Access to the Setup Menu



3 Access to the Display Menu



4 Click on Screen off



5 Once Screen off, click 5 times on ">", then 5 times on "<"

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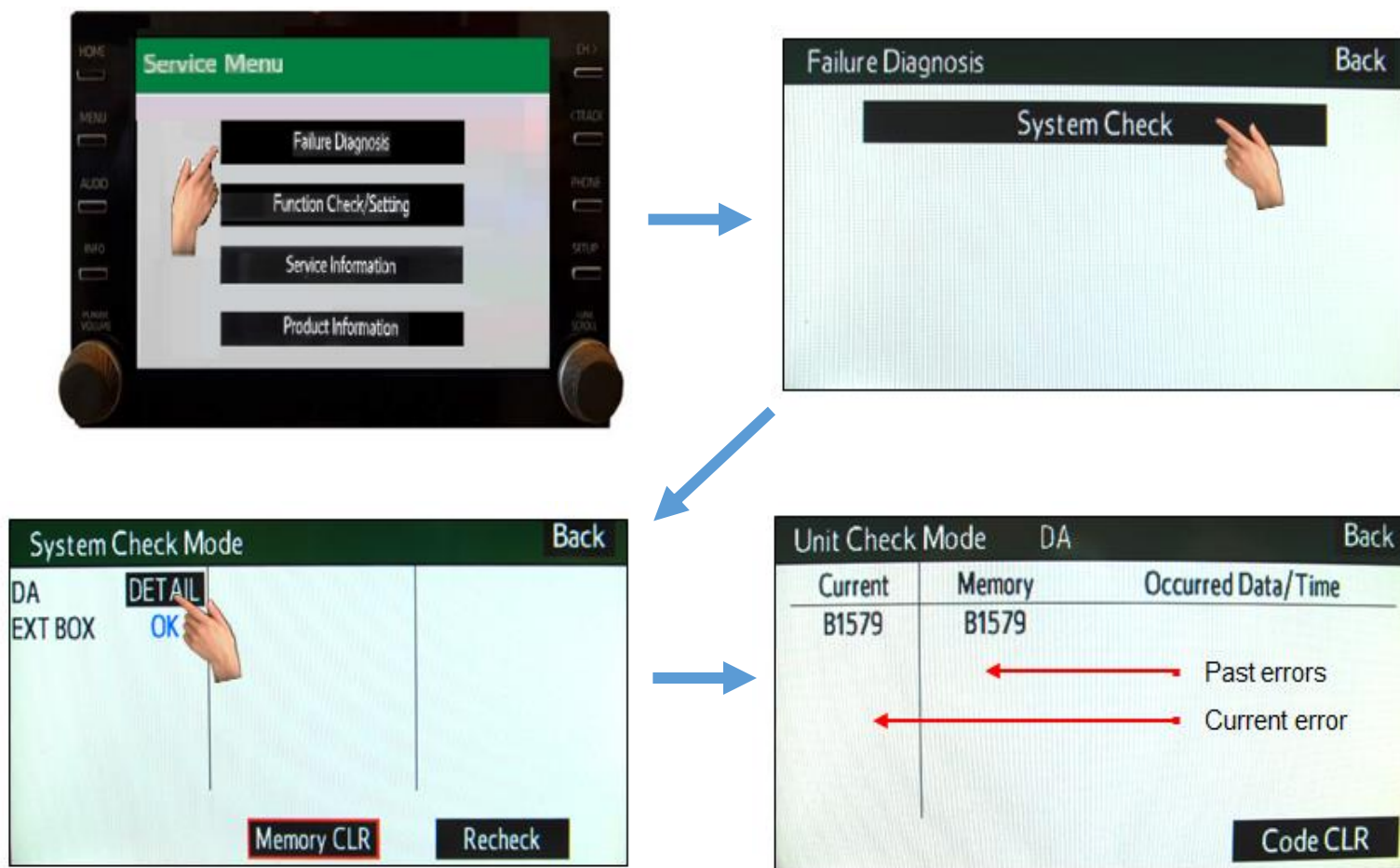
[Unknown issue](#)

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## Check the presence of DTC codes

After following one of the two methods previously explained, the Service Menu appears.



Please see below > Next “Failure Diagnosis” > “System Check”

If any DTC exist click “Details” next to the component (for example DA or EXT BOX)

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## A - No DTC code found

Please click on :

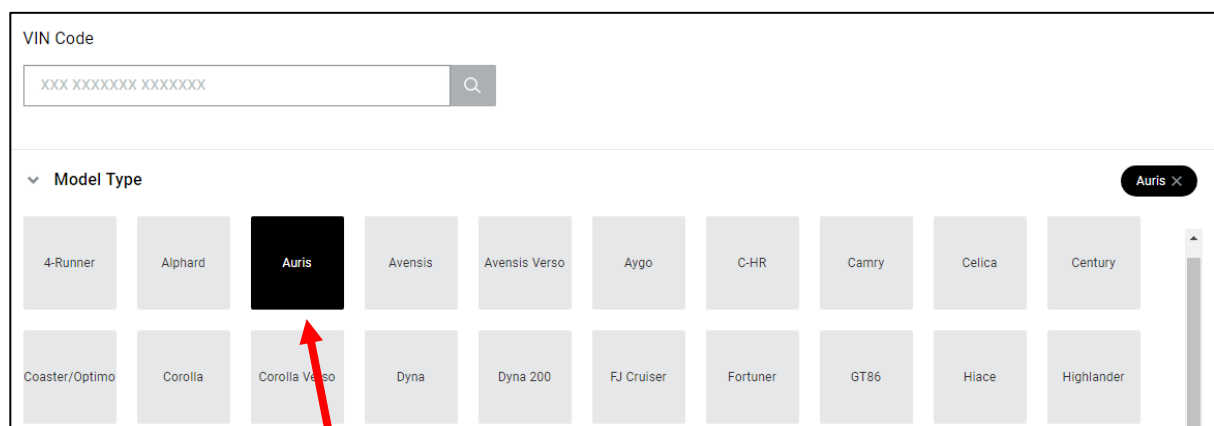
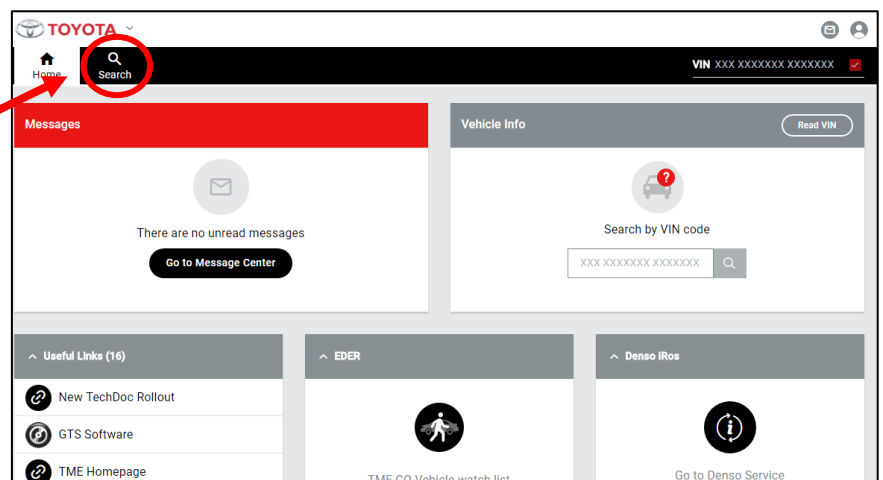
[Next Step](#)

## B - DTC codes found – How to access the Repair Manual

Look-up the meaning of the DTC-codes in the Repair Manual

Go on **NG Techdoc**. (See hyperlink at the bottom of the page)

1 - Click on the magnifying glass



2 - Select the customer vehicle

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^ Basic Model Code

3 - Select Repair Manual

^ Engine/Transmission

Publication Type

New Car Features
Repair Manual
Electrical Wiring Diagram
Body Repair Manual
Service Data Sheet
Bulletins

DTC Code

Add Code

Free Text Search

Free Text Search

Date Range

From
To

Search

4 - Click on Search

Service Documents (8)			
Model Name	Publication Code	Published Date	Line Off
<input checked="" type="checkbox"/> Auris, Corolla	RM3026E	03 Nov 2017	
<input type="checkbox"/> Auris	RM1531E-1	29 Jan 2017	
<input type="checkbox"/> Auris	RM3045E	28 Nov 2016	

5 – Select the corresponding repair guide

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To access the DTC list, follow the path:

- ➔ Audio / Visual / Telematics
- ➔ Navigation / Multi Info Display
- ➔ Navigation System
- ➔ Diagnostic Trouble Code Chart (latest publication)

DIAGNOSTIC TROUBLE CODE CHART

2014-05 - 2015-05

2015-05 - 2016-04

**2016-04**

B1532

> B15F7

> B15F6

> B15F5

**NAVIGATION SYSTEM DIAGNOSTIC TROUBLE CODE CHART**

Navigation System

DTC No.	Detection Item	Link
B1324	Lost Communication with Meter	Click here
B1532	LVDS Signal Malfunction (from Extension Module)	Click here
B1550	DAB Tuner Malfunction	Click here

6 - Select the corresponding DTC

**DESCRIPTION**

This DTC is stored when a malfunction occurs in the "Bluetooth" antenna which is connected to the navigation ECU.  
The "Bluetooth" antenna is built into the radio and display receiver assembly.

DTC No.	Detection Item	DTC Detection Condition	Trouble Area
B157E	Bluetooth Antenna Disconnected	"Bluetooth" antenna is not connected	<ul style="list-style-type: none"><li>Navigation ECU</li><li>Radio and display receiver assembly</li><li>Antenna cord sub-assembly (for "Bluetooth")</li></ul>

**PROCEDURE**

**1. REPLACE ANTENNA CORD SUB-ASSEMBLY (for "Bluetooth")**

a. Replace the antenna cord sub-assembly (for "Bluetooth") with a new or known good one.  
for Sedan: Click here  
for Hatchback, Wagon: Click here

b. Clear the DTCs.  
Click here  
Body Electrical > Navigation System > Clear DTCs

c. Recheck for DTCs and check that no DTCs are output.  
Body Electrical > Navigation System > Trouble Codes

7 – Follow the repair procedure

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## 4- Try to reproduce and identify the issue

- According to the customer's description of the issue, try to reproduce it in the same conditions.

Then, check if the issue is reported in the symptom list.

- If you can't reproduce the issue, use the customer's phenomenon description to find the symptom.

In both cases, next step is:

[Identify the customer issue](#)

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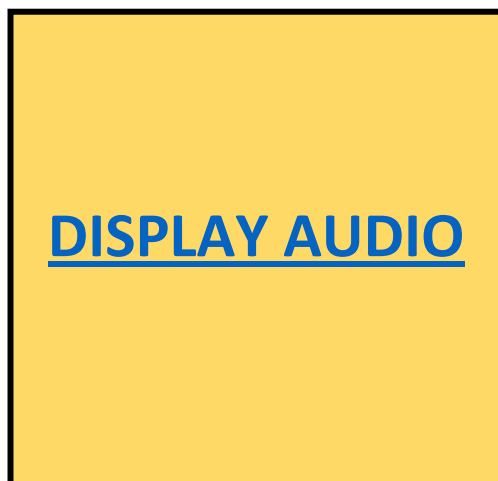
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## 5- Identify the customer issue

Click on the concerned Multimedia System

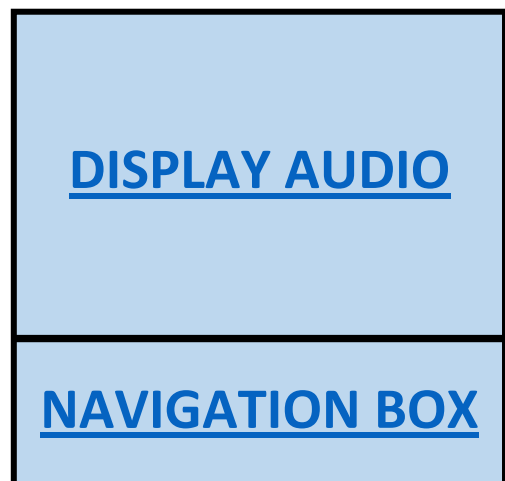
Follow the identification tutorial if needed:

[How to Identify T2wG configuration](#)



**Touch 2**

Or



**Touch 2 With Go**

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## Multimedia System: Display Audio (TOUCH 2)

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Audio	<a href="#">AM / FM</a>	<a href="#">Amplifier</a>	<a href="#">USB</a>	<a href="#">RDS TMC</a>	<a href="#">DAB</a>	
BT / HF	<a href="#">Pairing</a>	<a href="#">SMS / Mail</a>	<a href="#">BT Audio</a>	<a href="#">Volume</a>	<a href="#">Handsfree</a>	<a href="#">Phonebook</a>
Display	<a href="#">Visible Crack</a>	<a href="#">Command Button</a>	<a href="#">DA Language</a>	<a href="#">Volume Knob</a>		
System	<a href="#">Black Screen</a>	<a href="#">Touch Panel Response</a>	<a href="#">Software Version</a>	<a href="#">Auto-reboot</a>	<a href="#">DTC code</a>	
Vehicle	<a href="#">Camera System</a>	<a href="#">Parking Sensors</a>	<a href="#">Smart Key</a>	<a href="#">Combimeter</a>		

/!\ If you can't find the corresponding issue in the phenomenon list, please refer to the Diagnostic Flowchart:

[Diagnostic Flowchart](#)

You may also need to check the MM Diagnostic Recorder:

[MM Diagnostic Recorder read out procedure](#)

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## Multimedia System: Display Audio / Extension Box (TOUCH 2 with GO)

D I S P L A Y  A U D I O	Audio	<a href="#">AM / FM</a> <a href="#">DAB</a> <a href="#">Volume</a> <a href="#">RDS TMC</a> <a href="#">Amplifier</a>
	System	<a href="#">Black Screen</a> <a href="#">Touch Panel Response</a> <a href="#">Software Version</a> <a href="#">Auto-reboot</a>
	Vehicle	<a href="#">Camera System</a> <a href="#">Parking Sensors</a> <a href="#">Smart Key</a> <a href="#">DTC code</a>
	Display	<a href="#">Visible Crack</a> <a href="#">DA Language</a> <a href="#">Command Button</a> <a href="#">Combimeter</a> <a href="#">Volume Knob</a>
E X T E N S I O N  B O X	Audio	<a href="#">Source</a> <a href="#">Volume</a> <a href="#">DAB</a> <a href="#">Error Message</a> <a href="#">USB</a> <a href="#">AUX</a>
	BT / HF	<a href="#">Phone Control</a> <a href="#">SMS</a> <a href="#">HandsFree</a> <a href="#">BTSA</a>
	Vehicle	<a href="#">Camera System</a>
	Display	<a href="#">Black Screen</a>
	GPS	<a href="#">Signal Reception</a>
	System	<a href="#">Auto-reboot</a> <a href="#">Language</a>
	Navi	<a href="#">Map Coverage/Database</a> <a href="#">Map Drawing</a> <a href="#">Map Language</a> <a href="#">Route Calculation</a> <a href="#">Speed Camera Alert</a> <a href="#">Traffic Information</a> <a href="#">Voice Guidance</a>
	Operation	<a href="#">Steering Switch</a>
	Update Process	<a href="#">Update</a>
	Apps	<a href="#">Data Connection</a>

!/ \ If you can't find the corresponding issue in the phenomenon list, please refer to the Diagnostic Flowchart: [Diagnostic Flowchart](#)

You may also need to check the MM Diagnostic Recorder: [MM Diagnostic Recorder read out procedure](#)

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## TOUCH 2 – AM / FM related issues

Symptoms:

- 1- [No/bad reception](#)
- 2- [Impossible to switch from FM to another mode](#)
- 3- [Slow switching between radio stations](#)
- 4- [Tuner does not retain preset radio stations](#)

### 1- No/bad reception AM/FM

#### Phenomenon description:

Refer to the repair manual in case of no or bad reception (static noise).

Go on NG Techdoc. (See hyperlink on the bottom of the page)

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## 2- Impossible to switch from FM mode to another mode

### Phenomenon description:

When changing from AM radio station to FM radio station, no change from FM to other audio mode is possible (USB, Bluetooth...).

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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### 3- Slow switching between radio stations

#### Phenomenon description:

When changing the radio station, it takes about 10 second to hear a sound from the speakers. In case of listening music from USB stick, there is no problem, the sound can be heard immediately.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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#### 4- Tuner does not retain preset radio stations

##### Phenomenon description:

- After radio off/on, some preset radio stations are not retained inside the tuner's memory: the selected station changes to unknown station with only noise.
- Also on manual mode after having searched one of those stations, when turn off and on again the unit, the frequency changes automatically to other unknown station that only transmits noise
- The system is very slow when changing from one station to another.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

##### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Amplifier related issues

Symptoms:

- 1- ['Surround' setting menu appears despite an external audio AMP without surround function connected](#)
- 2- [Intermittent volume variation at vehicle start](#)

- 1- 'Surround' setting menu appears despite an external audio AMP without surround function connected

### Phenomenon description:

'Surround' setting menu appears despite an external audio AMP without surround function connected

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Intermittent volume variation at vehicle start

### Phenomenon description:

The volume settings intermittently reset, especially after turning IG off. At each vehicle start, the volume (Bluetooth and voice guidance) was set on minimum level but it can also suddenly increase to a too high level by itself.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon is actually a Display Audio related item and can occur with DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

### How to fix:

Install latest released DA Software.

(See hyperlink on the bottom of the page)

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## TOUCH 2 - USB related issues

First checks:

- a- [When using USB sticks: Try to reproduce the issue with another USB stick](#)
- b- [When using USB sticks: Check the USB drive format is FAT32](#)

Symptoms:

- 1- [USB unrecognized](#)
- 2- [iPhone 6 and iPhone 6 Plus unrecognized and battery not charging](#)
- 3- [Touch 2 plays only one song from USB stick](#)

### a- Reproduce the issue with another USB stick

First, try to reproduce the issue with another USB stick. It will help you knowing if the issue is related to the USB stick or the multimedia system.

The Touch 2 system only support USB sticks up to **32Gb**, with technology **USB 2.0/3.0** and **format FAT32**. Not respecting the system limitation can lead to a not functional USB stick.

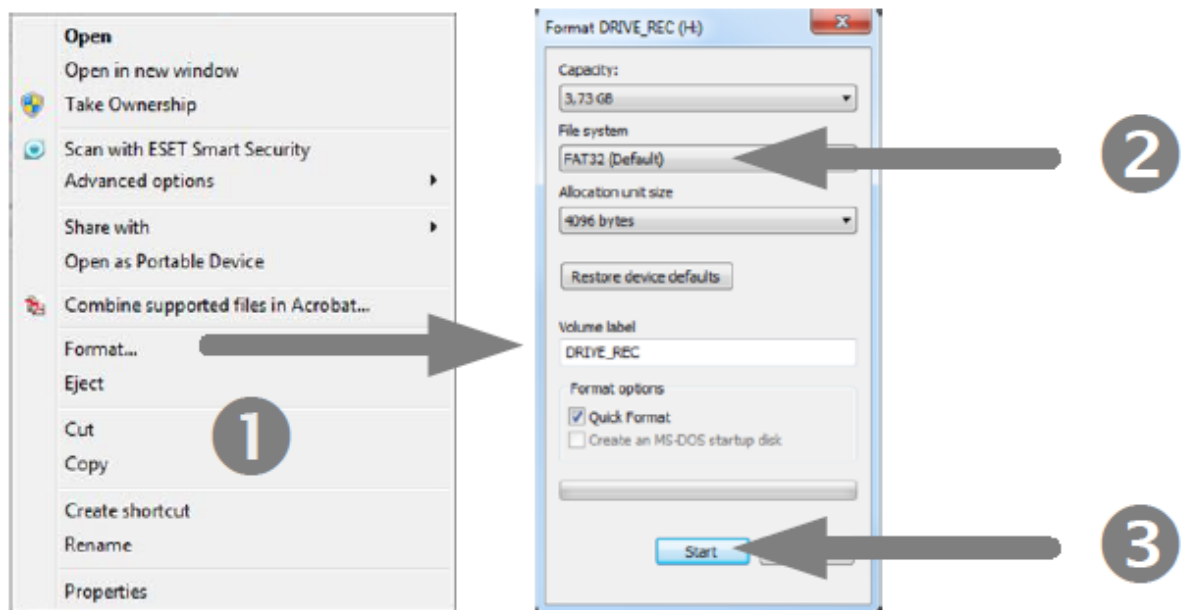
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## b- How to format a USB drive as FAT32

Attention: You will lose all data on the USB drive

- Connect the USB drive to a Windows PC
- Open File Explorer
- In the LEFT pane, right click the USB drive you want to format
- From the pop-up menu select «Format... »
- In the «File system» drop-down select «FAT32» (1)
- Leave the other settings as default
- Click «Start»

(1) If «FAT32» is not listed but «NTFS» or «exFAT» is you are most likely using a too large capacity USB drive. Try a smaller capacity USB drive instead.



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## 1- USB unrecognized

### Phenomenon description:

When trying to listen to music by inserting the USB stick, the multimedia system doesn't detect the device.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- iPhone 6 and iPhone 6 Plus unrecognized and battery not charging

### Phenomenon Description:

iPhone 6 don't charge via the USB ports. Hypothesis is that the customer is using a non-Apple or a not Apple certified cable. The reported phenomenon can be observed with "aftermarket" cable that are not Apple certified.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix :

- Advice customer to charge using an Apple or an Apple certified cable / charger in the car.
- Install latest released DA Software. (See hyperlink on the bottom of the page)

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### 3- Touch2 plays only one song from USB stick

#### Phenomenon Description:

When music is played by USB plat list, the system shows all tracks saved on USB stick. If the customer change source (to BT, AM, FM, USB) or switch ACC OFF/ON, the system continue to play the current track, but shows less number of tracks (1 track only).

If the customer tried to change the tracks used buttons UP and DOWN, the system switched only between the track which shown on the display (current situation 1 of 1 track).

For using all tracks from USB stick, the customer needs to push overview button on the touch screen, then choose any track from the list -> system again recognized all tracks on USB stick.



**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

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## TOUCH 2 – DAB related issues

Symptoms:

- 1- [Blank DAB service list during DAB reception](#)
- 2- [In DAB, only the first 15 digits are shown](#)
- 3- [Poor DAB+ reception](#)
- 4- [Less/no DAB+ stations](#)

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## 1- Blank DAB service list during DAB reception

### Phenomenon description:

- DAB station list not showing the radio stations.
- At one point, no DAB stations are displayed but when putting the vehicle into reverse, the system displays the reversing camera, and when returning to the normal, DAB screen all DAB stations are displayed as normal.



**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

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## 2- In DAB, only the first 15 digits are shown

### Phenomenon description:

When the audio is set to DAB only the first 15 digits are shown when the track and radio show data is displayed but when using FM the full data is shown



**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3057
Verso S	FE3057
Yaris	XE3862
Alphard	XE3862
Hilux MY2015	XE3862
Camry, depends which DA-unit type fitted	GE3862 / VE3862
C-HR	VE3862

### How to fix:

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### 3- Poor DAB+ reception

#### Phenomenon description:

From around 90 radio DAB+ stations, only 18 can be received.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE
Verso S	FE
Yaris	XE
Alphard	XE
Hilux MY2015	XE
Camry, depends which DA-unit type fitted	GE / VE
C-HR	VE

## RC8

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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#### 4- Less/no DAB+ stations

##### Phenomenon description:

No - or maximum 1 - DAB+ station is visible and no station is hearable. In case of 1 visible DAB+ station, the station is just visible, but not hearable.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3064
Verso S	FE3064
Yaris	XE3947
Alphard	XE3947
Hilux MY2015	XE3947
Camry, depends which DA-unit type fitted	GE3947 / VE3947
C-HR	VE3947

##### How to fix:

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## TOUCH 2 – RSD TMC related issues

### 1- [TA- Messages are not displayed](#)

#### 1- TA- Messages are not displayed

##### Phenomenon description:

The TA- Messages are not displayed on the screen of the Touch device when a TA is issued

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3064
Verso S	FE3064
Yaris	XE3945
Alphard	XE3945
Hilux MY2015	XE3945
Camry, depends which DA-unit type fitted	GE3945 / VE3945
C-HR	VE3945

##### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – BT/HF

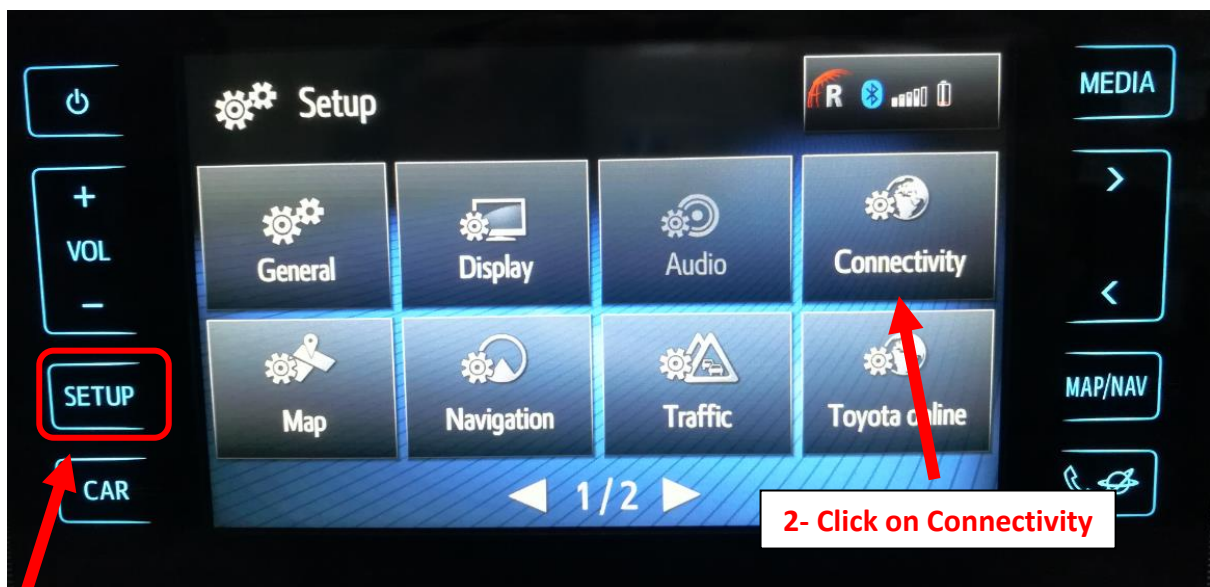
### First Checks:

- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### 1- How to check the phone paired with the right functions

The phone can be paired for many modes (HandsFree mode, Bluetooth Streaming Audio mode and internet mode).

Check first the phone is paired to the right function:



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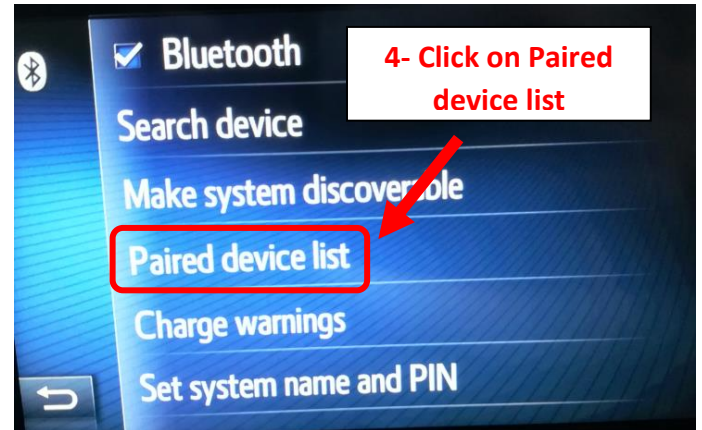
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**A:** Bluetooth HandsFree mode

**B:** Bluetooth Streaming Audio mode

The mode is activated when the background of the icon is blue

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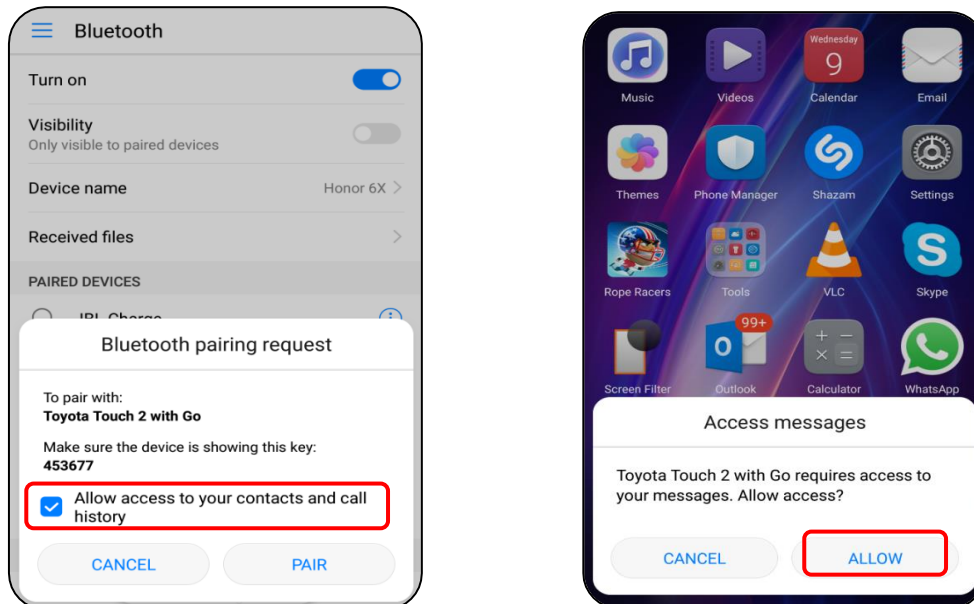
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## 2- How to check the Touch 2 has access to the phone information

When pairing the phone, check you gave the Touch 2 all the authorizations to access the phone information.



## 3- How to check the phone compatibility with the Touch 2 Bluetooth

Check all the functionalities are available for the concerned phone.

Go on <https://www.toyota-tech.eu/Bluetooth/search.aspx>

▼ Messaging	📱 SMS notification with text	✓
	📱 E-Mail notification with text	✗
	📱 Read SMS	✓
	📱 Read E-Mail	✗
	📱 Send SMS Template	✗
	📱 Send SMS free text	✗
▼ Music	📱 Browse	✓
	📱 Controls	✓

On this example: with Touch 2 and Iphone 6s, it is impossible to read the E-mails.

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## TOUCH 2 - Pairing related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [Bluetooth connection issue](#)

### 1- Bluetooth connection issue

### Phenomenon description:

It is possible to pair the phone and connect it to the radio unit/Bluetooth. Other functions work fine but when trying to synchronize the phonebook, the Bluetooth is disconnected on the telephone and on the radio: the BT icon is gone on both devices.

(Samsung Galaxy S3 4.1.1 and Iphone4S)

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – SMS / Mail related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [The main text of an incoming email message is not displayed](#)
- 2- [Impossible to retrieve the SMS text messages, message list not loaded.](#)

#### 1- The main text of an incoming email message is not displayed

### Phenomenon description:

The main text of an incoming email message is not displayed.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Impossible to retrieve the SMS text messages, message list not loaded

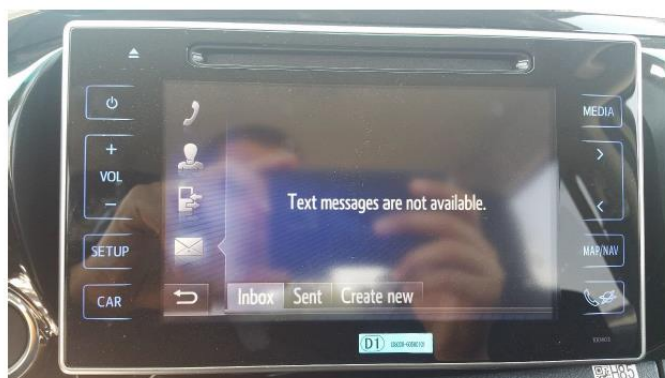
### Phenomenon description:

Impossible to access or create SMS over Touch2 unit.

Issue reported with:

- Samsung S4
- Samsung Note Edge
- Apple iPhone 6

The phone is easily connected over B/T. The phone book and calls are synchronized, but SMS text messages cannot be retrieved.



*Samsung Note Edge*



*Apple iPhone 6*

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

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## TOUCH 2 – BT Audio

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [BT-audio streaming song information is not displayed on combi-meter after incoming call](#)
- 1- [BT-audio streaming song information is not displayed on combi-meter after incoming call](#)

### Phenomenon description:

BT-audio streaming song information (track, album, artist) not displayed on combi-meter after incoming call.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Volume Adjustment

Symptoms:

- 1- [After a phonecall in EORunmode, the radio volume has changed](#)
- 2- [The voice guidance is set to a high volume during a handsfree phonecall](#)

- 1- [After a phonecall in EORun mode, the radio volume has changed](#)

### Phenomenon description:

In EORun mode, with the mobile phone connected via Bluetooth. If the volume is changed during a phonecall, the changed volume of the phonecall will be retained as the radio volume.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- The voice guidance is set to a high volume during a handsfree phonecall

### Phenomenon description:

When there is an active phone call via Bluetooth HF, the volume of the navigation voice guidance goes to MAXIMUM even when navigation volume is set a lower level in the setup menu.

During this HIGH volume navigation command, the customer could not hear his phone call.

When the phone call is stopped, the voice guidance volume is much lower.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Handsfree related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [Suddenly “call ended” message is displayed on the screen, whilst talking at the Phone](#)
- 1- [Suddenly “call ended” message is displayed on the screen, whilst talking at the Phone](#)

### Phenomenon description:

Suddenly “call ended” message is displayed on the screen, whilst talking at the Phone.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Phonebook related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)

### Symptoms:

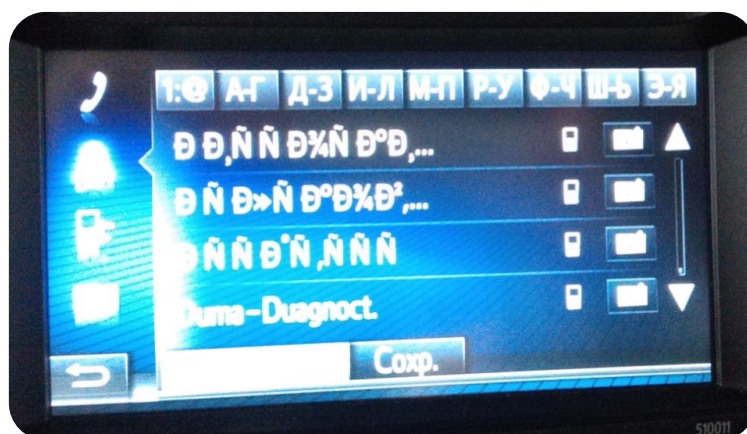
- 1- [On phonebook 'alphabet search' is not working](#)
- 2- [Alphabetical order issue in contact list](#)
- 3- [On 'phonebook' <Last name> and <First name> is in reversed order](#)
- 4- [Long loading time for call history](#)
- 5- [Bluetooth address information shows wrong strings \(Windows 8.1 phone\)](#)
- 6- [Phonebook is not transferred through Bluetooth](#)
- 7- [Continuous loading the phone contacts](#)
- 8- [Missed calls are displayed instead of displaying the call history](#)

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## 1- On phonebook 'alphabet search' is not working

### Phenomenon description:

- Impossible to find contact names while using standard alphabet buttons on screen
- The phone book can't be downloaded in full volume and is saved in random order (not A-Z)
- The phone book is downloaded with unreadable names (in Russian)



TMR supposed that probable cause of the reported issue could be software, which not correctly operating with Russian letters.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

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## 2- Alphabetical order issue in contact list

### Phenomenon description:

Alphabetical index searching in contact list is not working correctly.

The names are in alphabetical order but when pushing a letter, the system shows names starting with previous letter.



Selected starting letter "D-F" - Listed contacts from "C"



Selected starting "M-O" - Listed contacts from "L"

### Supplier: Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	770101b8
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avenis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

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### 3- On 'phonebook' <Last name> and <First name> is in reversed order

#### Phenomenon description:

- The Toyota Touch2 unit shows as <Last name> and <First name> order in phonebook.
- The callerID shows as <Last name> and <First name> order.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

#### How to fix:

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#### 4- Long loading time for call history

##### Phenomenon description:

It takes 8 to 15 seconds to display the telephone menu with the dialed numbers

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

##### How to fix:

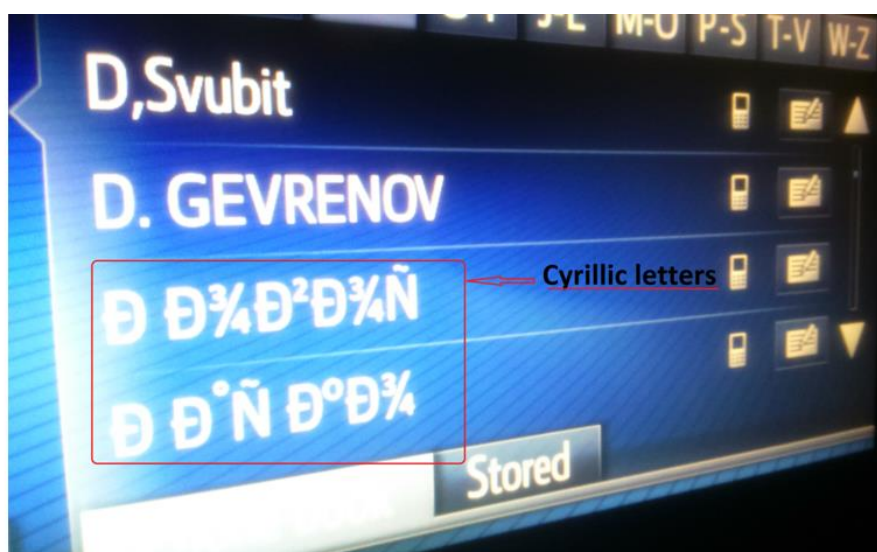
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## 5- Bluetooth address information shows wrong strings (Windows 8.1 phone)

### Phenomenon description:

The problem is that when transferring the phonebook (with Cyrillic alphabet) from the phone to the Touch2 unit, strange symbols appeared on the screen instead of Cyrillic letters.



**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 6- Phonebook is not transferred through Bluetooth

### Phenomenon description:

The phonebook is not transferred through Bluetooth, the contact list is empty.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 7- Continuous loading of the phone contacts

### Phenomenon description:

Continuous loading of the phone contacts.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 8- Missed calls are displayed instead of displaying the call history

### Phenomenon description:

Missed calls are displayed instead of displaying the call history

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Touch Panel

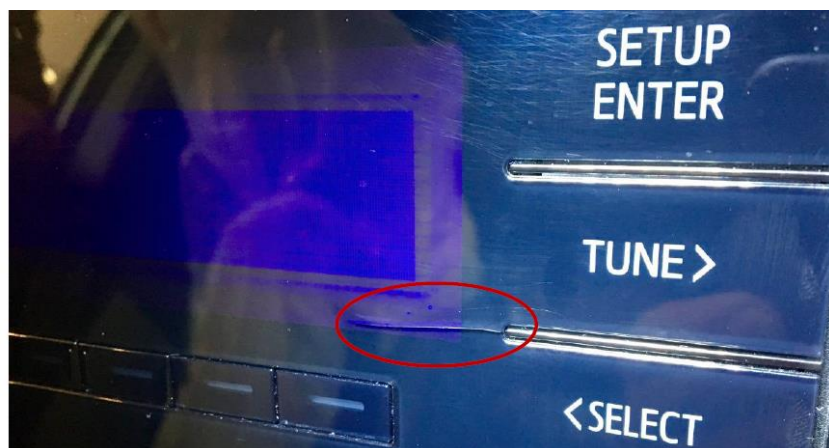
Symptoms:

- 1- [Visible crack on the radio panel](#)

- 1- Visible crack on the radio panel

### Phenomenon description:

Visible crack on the radio panel starting from the area between two buttons "TUNE>" and "<SELECT".



Using chemical cleaning products can cause solvent crack on Basic Audio unit face panel at 40°C after 2 hours. If you want to clean the Display audio, please use a damp cloth.

### Production change:

The material of the relevant Basic Audio-unit face panel has been changed to prevent the subjected phenomenon.

Part number has been changed:

Previous Part Number	Current Part Number
86120-02J60	86120-02J61

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## TOUCH 2 – Command button related issues

Symptoms:

### 1- [Flickering button after ignition on](#)

### 1- Flickering button after ignition on

#### Phenomenon description:

The button start flickering (switching between day and night mode) after ignition on when the vehicle illumination in on.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Display Language related issues

Symptoms:

### 1- [Italian translation error](#)

### 1- Italian translation error

#### Phenomenon description:

Translation errors in the "car" and "ASL" screen when language is set to Italian.



UNDER THE VIEW  
"CAR", THE TERM  
"RANGE" HAS BEEN  
TRANSLATED AS  
"CATEGORIA"  
INSTEAD OF  
"AUTONOMIA"

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Volume knob related issues

Symptoms:

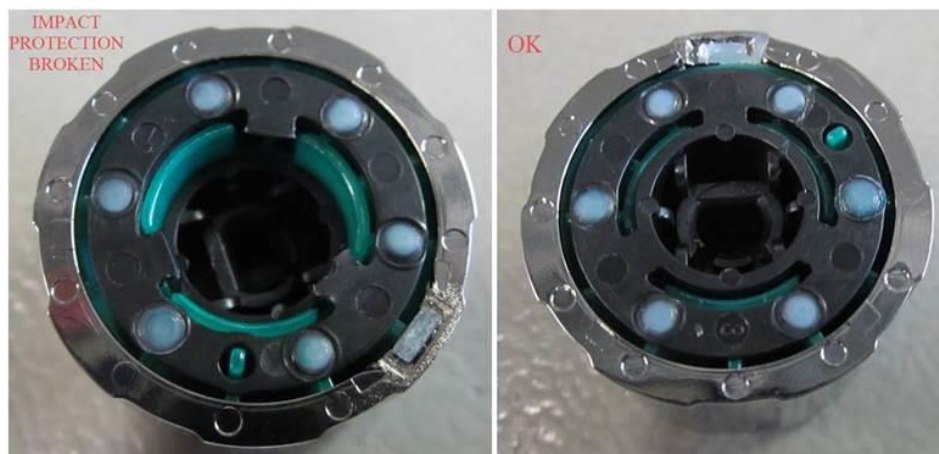
1- [The volume knob does not respond](#)

1- The volume knob does not respond

### Phenomenon description:

The button of the volume adjustment does not respond when turning sound level to the higher level.

This phenomenon may be due to a break of the impact protection of the volume knob.



**Supplier:** Fujitsu Ten / Denso Ten

### How to fix:

Replace the knob button.

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## TOUCH 2 – Black Screen related issues

Symptoms:

- 1- [When in reverse, the rear camera parking assist screen switches off by itself](#)
- 2- [Black screen immediately after ignition on](#)

### 1- When in reverse, the rear camera parking assist screen switches off by itself

#### Phenomenon description:

When in reverse, the rear camera parking assist screen switches off by itself.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Black screen immediately after ignition on

### Phenomenon description:

The phenomenon is triggered under the following conditions:

Ignition off was performed with the gear in reverse and the rear camera is displayed.

For example: customer is parking in reverse into a parking spot and switches off the engine without taking the car out of reverse gear.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Touch Panel Response related issues

### First Checks:

- 1- [Increase sensitivity of the Display Audio](#)

### Symptoms:

- 1- [Screen freeze or inoperative during button or touch screen operation](#)
- 2- [Prius+: Touch screen doesn't respond at a cold or hot temperatures](#)
- 3- [Avenis: Touch screen is not responsive or frozen when pressed](#)
- 4- [Screen freeze during navigation voice guidance](#)

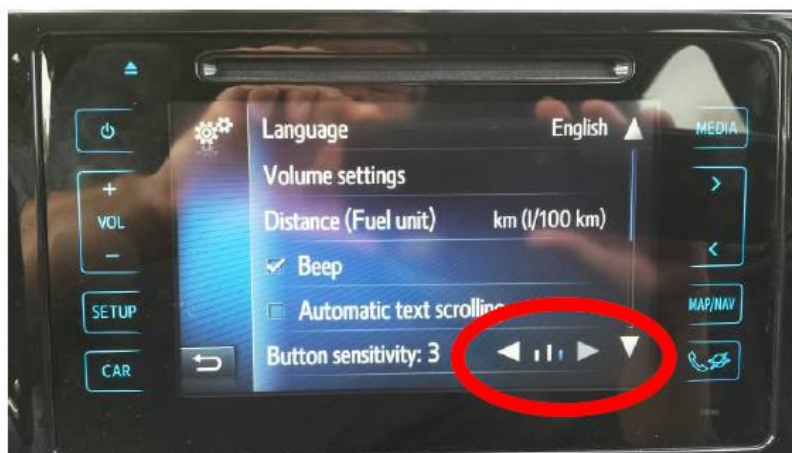
### First Checks:

- 1- [Increase sensitivity of the Display Audio](#)

Step 1: Press "SETUP" button



Step 2: Select "General"



Step 3: Adjust Button sensitivity (3 levels) by pushing on the left or right arrows.

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## 1- Screen freeze or inoperative during button or touch screen operation

### Phenomenon description:

No response to touch screen pushing due to a software failure.

**Supplier :** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Prius+: Touch screen doesn't respond at a cold or hot temperatures

### Phenomenon description:

When touching the screen, intermittently there is no response to its command. After the temperature in the vehicle becomes normal, the touch screen works good again.

About the low temperature, this phenomenon happens only at temperatures below 10 degrees Celsius. After the temperature in the vehicle becomes above 10 degrees, the touch screen works again.

**Supplier :** Panasonic

This phenomenon can occur on the following vehicle (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Prius+	71801014c / 9501014b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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### 3- Avensis: Touch screen is not responsive or frozen when pressed

#### Phenomenon description:

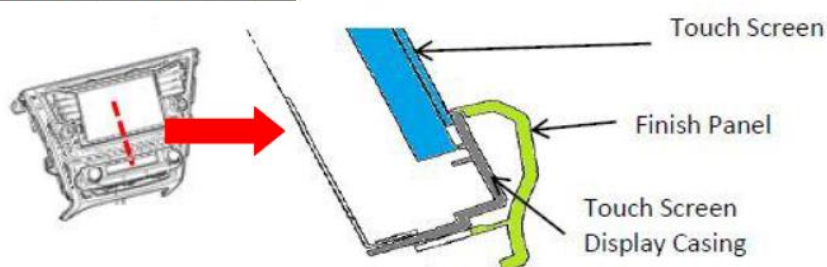
The touch screen has suddenly become not responsive, inoperative or frozen when pressed.

Potentially phenomenon is not caused by a malfunctioning Display Audio-unit, but by contamination accumulated between the touch screen and the Center Instrument Cluster Finish panel.

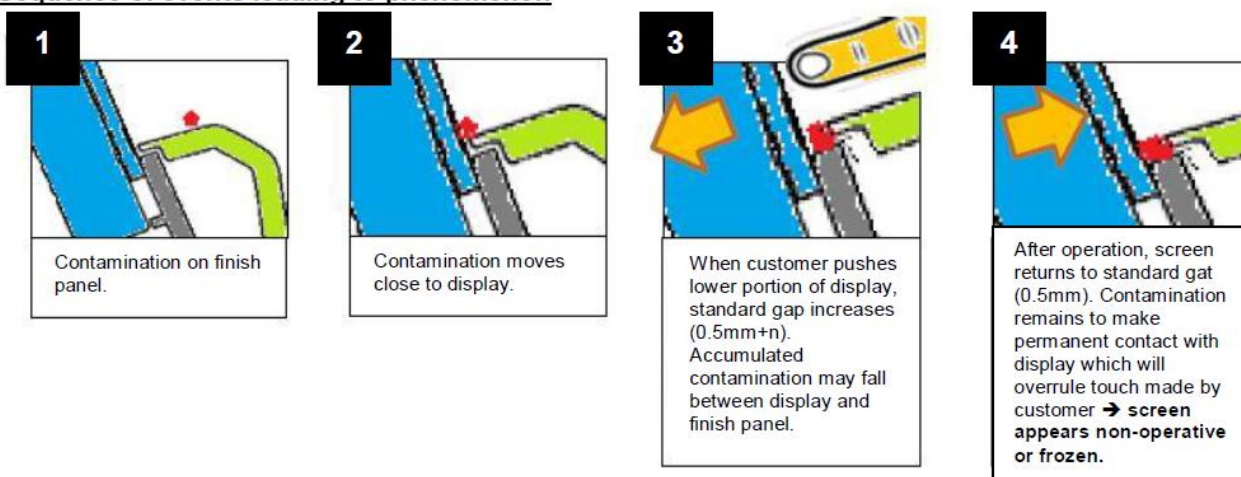
#### How to fix:

Please follow the Repair Procedure to confirm whether the customer claim can be resolved without replacing the actual Display Audio-unit.

#### Concern area – cross section



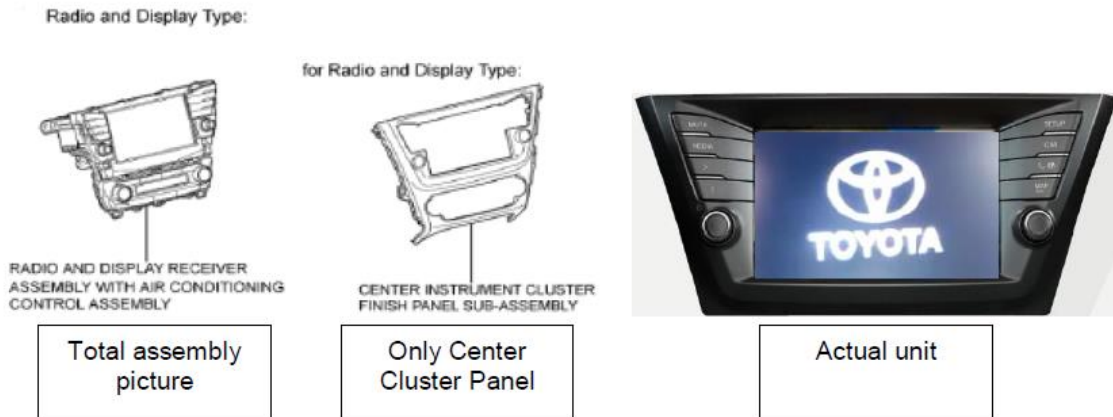
#### Sequence of events leading to phenomenon

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## REPAIR PROCEDURE

### STEP 1: TSB Applicability check.

This bulletin is only applicable for Avensis MY2015 equipped with one of the above listed part numbers and which corresponds to below pictures:



### STEP 2: Visually check claimed vehicle for any obvious signs of contamination.

In indicated area as per picture hereafter:



### STEP 3: Remove Center Cluster Finish Panel as per applicable repair manual.

Use lint-free cloth to wipe clean display and Center Cluster Finish Panel completely from contaminations.

### STEP 4: Test unit for correct operation afterwards.

### STEP 5: If the phenomenon is still present, follow the normal diagnosis procedure.

### STEP 6: If OK, reassemble, including Center Cluster Finish Panel, and perform final test in assembled condition.

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#### 4- Screen freeze during navigation voice guidance

##### Phenomenon description:

The screen freezes during navigation voice guidance.

**Supplier :** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicle (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

##### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Software version related issues

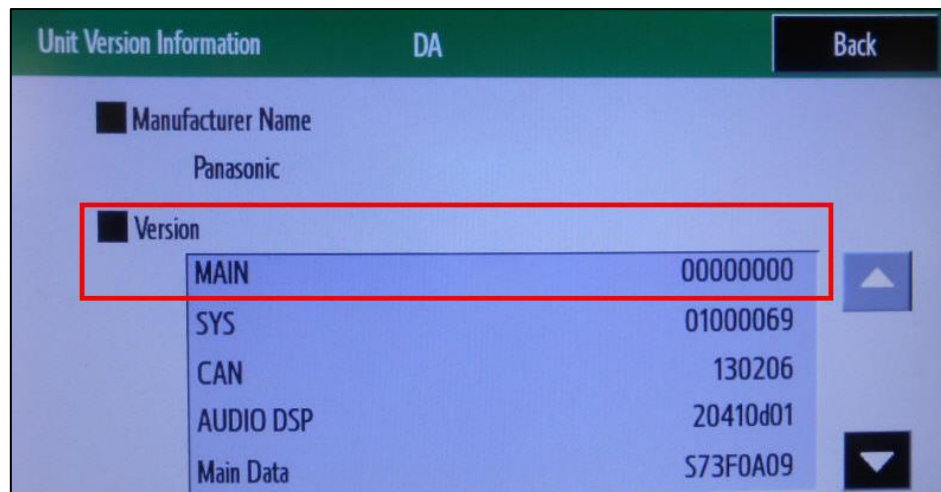
Symptoms:

- 1- [Software version is “00000000”](#)

- 1- Software version is “00000000”

### Phenomenon description:

Display Audio software version is zeroed: Software version “00000000” is shown.



**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Auto-reboot related issues

Symptoms:

- 1- [Display reboots while Bluetooth auto reconnecting after a Bluetooth link loss](#)
- 2- [Display restarts while driving](#)
- 3- [Reboot of the DA-unit \(showing loading icon\) during cranking of the engine](#)
- 4- [Reset of the DA-unit during operation](#)

### 1- Display reboots while Bluetooth auto reconnecting after a Bluetooth link loss

#### Phenomenon description:

When connecting a mobile phone via Bluetooth, the media restarts almost instantly. And until the Bluetooth is switched off on the mobile phone, the media keeps restarting all the time.

**Supplier :** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

#### How to fix:

- Check the system software version of the phone is the latest
- Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Display restarts while driving

### Phenomenon description:

The radio unit resets itself without any warning in advance.

The display turns suddenly off and then back on after few seconds. After the reset, the unit works normally but the Bluetooth connection is not possible.

You need to stop the car, turn the ignition OFF, wait 2 minutes and then turn it back to ON position. This enables the BT connection again.

**Supplier :** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

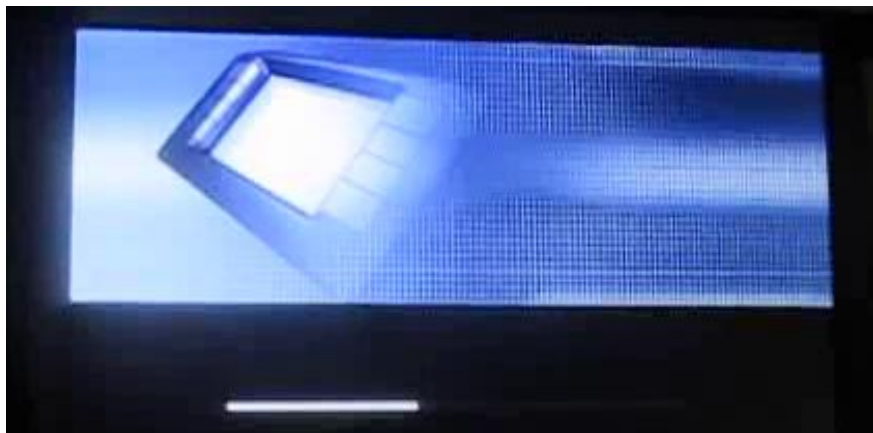
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### 3- Reboot of the DA-unit (showing loading icon) during cranking of the engine

#### Phenomenon description:

When ignition switch is turned ON a start-up screen:

- Loading screen is continuously loading
- "HYBRID synergy drive" logo can appear
- Buttons on touch screen are inoperative



**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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#### 4- Reset of the DA-unit during operation

##### Phenomenon description:

While driving, it is possible that system can reset.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

##### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – DTC code related issues

Symptoms:

- 1- [DTC code U1110 is generated](#)

- 1- [DTC code U1110 is generated](#)

### Phenomenon description:

DTC code U1110 is generated for no reason.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Camera system related issues

### First Checks:

- 1- If the screen becomes black every time after putting the reverse gear, plug another camera and see if it works, it may be an hardware issue

### Symptoms:

- 1- [USB Audio screen overlays the Rear View Camera screen when Reverse gear is selected shortly after ACC ON](#)
  - 2- [When driving forward, the reverse camera screen is displayed](#)
  - 3- [Rear camera image sticking](#)
- 
- 1- [USB Audio screen overlays the Rear View Camera screen when Reverse gear is selected shortly after ACC ON](#)

### Phenomenon description:

- Using USB media and listening to music (already connected before ignition),
- Ignition switched on and gear changed to reverse gear (rear view image appears on the display)
- At a certain moment, rear view image disappears from the screen and USB Media screen can be seen on it, while shift lever is still in reverse gear.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avenis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- When driving forward, the reverse camera screen is displayed

### Phenomenon description:

Rear view monitor is turning on randomly at shift lever in D position and is swapping to energy.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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### 3- Rear camera image sticking

#### Phenomenon description:

The image of the rear camera is sticking.

Others phenomena can happen:

- Sound level changed by steering wheel switches with delay 1-2 sec
- Sometimes impossible to use CD
- Icon of CD on the display isn't activated with inserted CD. It could be activated only after CD ejection/inserting

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3055
Verso S	FE3055
Yaris	XE3857
Alphard	XE3857
Hilux MY2015	XE3857
Camry, depends which DA-unit type fitted	GE3857 / VE3857
C-HR	VE3857

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Parking sensors related issues

Symptoms:

- 1- [Screen goes to parking sensor screen after the user has changed the parking user settings](#)
- 2- [Parking sensors warning screen is momentarily shown just after an ignition cycle is performed](#)

- 1- Screen goes to parking sensor screen after the user has changed the parking user settings

### Phenomenon description:

Screen goes to parking sensor screen after the user has changed the parking user settings

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## 2- Parking sensors warning screen is momentarily shown just after an ignition cycle is performed

### Phenomenon description:

Parking sensors warning screen is momentarily shown just after an ignition cycle is performed.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	7101017C
Auris	7401018a / 75010125 / 90010124 / 93010127
Verso	91010125 / 7601018b / 9201012b / 7201012c
Avensis	7601018b / 7201012c / 91010125 / 9201012b
RAV4	7601018b / 7201012c
LC150	9201012b / 7201012c
Highlander	7601018b

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 – Smart key related issues

Symptoms:

### 1- [Smart key switches off](#)

### 1- Smart key switches off

#### Phenomenon description:

When changing the vehicle settings in Toyota Portal and the settings are downloaded into the vehicle, the car always switches off smart entry.

**Supplier:** Panasonic

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Corolla	RC8
Auris	RC8
Verso	RC8
Avensis	RC8
RAV4	RC8
LC150	RC8
Highlander	RC8

#### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO - Combimeter relates issues

Symptoms:

- 1- [Slow reaction of the combi-meter when displaying song information during USB playback](#)

- 1- Slow reaction of the combi-meter when displaying song information during USB playback

### Phenomenon description:

Slow reaction of the combi-meter when displaying song information during USB playback.

**Supplier:** Fujitsu Ten / Denso Ten

This phenomenon can occur on the following vehicles (see table) on DA software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934
C-HR	VE3934

### How to fix:

Install latest released DA Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO - AM/FM relates issues

Symptoms:

- 1- [The audio source is changed from FM / AM to USB after ignition off / on cycle x](#)

- 1- The audio source is changed from FM / AM to USB after ignition off / on cycle x

### Phenomenon description:

The audio source is changed from FM / AM to USB after ignition off / on cycle

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – USB related issues

Symptoms:

- 1- [Media screen displays that the USB media is loading \(No USB device inserted\)](#)
- 2- [The last played music track is not retained when playing music](#)
- 3- [Playback of music on USB media stops a few minutes after ignition on](#)
- 4- [Track up / down function is not working during music playback from a USB medium](#)

### 1- Media screen displays that the USB media is loading (No USB device inserted)

#### Phenomenon description:

The screen of the navigation system shows USB loading almost every time the car is started, despite there is no USB plugged in.

The following sequence of events leads to the above mentioned phenomenon:

- 1) The Audio screen is set to "FM" or "AM"
- 2) The vehicle is shifted to reverse. This activates the rear camera.
- 3) Then, ignition "OFF" is done before shifting out of reverse.

Then, at every next ignition "ON" cycle with either the gear in reverse, neutral or in first the screen "USB loading" is shown (although no USB is attached).

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.1**

#### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- The last played music track is not retained when playing music

### Phenomenon description:

The last played music track is not retained when playing music using an I-pod.

When using iPod after listening to a song on the iPod, if the vehicle is switched off, on next start up the song that was playing does no longer plays back, it reverts back to the first song on the iPod list.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

## 3- Playback of music on USB media stops a few minutes after ignition on

### Phenomenon description:

With navigation software 6.7.0, when using a large USB stick (32 GB) full of music files, the playing stops after about a few minutes, and a loading message is permanently displayed on the screen. The only way to retrieve a normal behavior of the system is to turn IG OFF/ON.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.2**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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#### 4- Track up / down function is not working during music playback from a USB medium

##### Phenomenon description:

After the update to the 6.7.0 software version, the following issues occurred:

1. The complete system stalls
2. Impossible to use the Track up and Track down buttons
3. The button "Play more of this" is blinking

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.2**

##### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Audio error message related issues

Symptoms:

- 1- [Touch screen is not working / “Audio off” is displayed while radio is playing](#)

- 1- [Touch screen is not working / “Audio off” is displayed while radio is playing](#)

### Phenomenon description:

The customer is reporting that randomly

- a) The touch screen is not working
- b) The message “Audio off” is displayed although the radio playing.

The phenomenon is due to a software communication error between the extension box - display audio and the amplifier.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.4.1**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Audio source related issues

Symptoms:

1- [The audio source is changed from FM / AM to USB after ignition off / on cycle](#)

1- The audio source is changed from FM / AM to USB after ignition off / on cycle

### Phenomenon description:

When listening to the radio, then switch ignition off, then switch it on meanwhile an USB pen-drive (music files are stored on the USB) is connected, music playing starts automatically from the USB.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – DAB related issues

Symptoms:

- 1- [DAB radio text intermittently disappears / the DAB radio text of another station is displayed](#)

- 1- DAB radio text intermittently disappears / the DAB radio text of another station is displayed

### Phenomenon description:

After updating the navigation software from 4.5.0 to 6.7.0, the DAB radio text (which indicated current program/song playing) intermittently disappears.

In the DAB screen:

- The DLS is written from the DAB radio text and then overwritten by the FM radio text the equivalent FM station.
- DAB stations without an equivalent FM station (e.g. MMM hits) therefore display first the DAB Radio Text but are then overwritten by an empty value because there's no equivalent FM station.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – AUX related issues

Symptoms:

### 1- [AUX resume after ACC ON is not successful](#)

### 1- [AUX resume after ACC ON is not successful](#)

#### Phenomenon description:

When a multimedia device is connected via the auxiliary port (AUX), it will not resume playback of the last played song after an ignition cycle.

It will either not restart or restart from track one of the playlist.

**Supplier:** Harman / Fujitsu Ten – Denso ten

This phenomenon can occur on the following vehicles (see table) on DA software and Extension Box lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

#### How to fix:

Install latest released DA & Extension Box Software.  
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## TOUCH 2 WITH GO – Volume related issues

- 1- [Bluetooth and Navigation volume changes after Ignition off](#)
- 2- [Impossible to change volume level in HandsFree mode](#)

### 1- Bluetooth and Navigation volume changes after Ignition off

#### Phenomenon description:

- Bluetooth call volume and ringtone volume resets to 0 on the display with every ACC cycle
- Volume can also suddenly increase to a too high level by itself
- On Land Cruiser and Rav4, an audible reset to a lower volume is also observed

**Supplier:** Harman / Fujitsu Ten – Denso ten

This phenomenon can occur on Extension Box and DA software lower than mentioned in below table.

The problem has been resolved as from the softwares versions shown below table or higher.

Minimum Extension Box Required Software Version: **6.9.0**

Minimum Display Audio Required Software Version:

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

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## 2- Impossible to change volume level in Handsfree mode

### Phenomenon description:

No volume change is possible during hands free mode even though the volume knob is rotated

The failure is due to a Bluetooth conflict between the extension box and Touch unit.

**Supplier:** Harman / Fujitsu Ten – Denso ten

This phenomenon can occur on Extension Box and DA software lower than mentioned in below table.

The problem has been resolved as from the softwares versions shown below table or higher.

Minimum Extension Box Required Software Version: **4.3.0**

Minimum Display Audio Required Software Version:

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

### How to fix:

Install latest released DA & Extension Box Software.

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## TOUCH 2 WITH GO – Phone Control related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [The phone can't be controlled from the touch screen](#)

- 1- The phone can't be controlled from the touch screen

### Phenomenon description:

After upgrading Touch2 with go software from version 3.3.0 to Touch2 with go version 4.2.1, the mobile phone cannot longer be controlled from the touch screen in the vehicle.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.3.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – SMS related issues

### First Checks:

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

### Symptoms:

- 1- [The phone can't be controlled from the touch screen](#)

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## TOUCH 2 WITH GO – BTSA related issues

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

Symptoms:

- 1- [The phone can't be controlled from the touch screen](#)

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NG Techdoc

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## TOUCH 2 WITH GO – Hands Free related issues

- a- Reboot the phone and pair it again
- 1- [How to check the phone is paired with the right functions](#)
- 2- [How to check the Touch 2 has access to the phone information](#)
- 3- [How to check the phone compatibility with the Touch 2 Bluetooth](#)

Symptoms:

- 1- [The phone can't be controlled from the touch screen](#)

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## TOUCH 2 WITH GO – Camera System related issues

Symptoms:

- 1- [Rear camera: When reversing, the reverse camera screen is freezing](#)
- 2- [Mirai only: The rear view camera is displayed when shift lever is in drive \("D"\)](#)

### 1- Rear camera: When reversing, the reverse camera screen is freezing

#### Phenomenon description:

While reversing, the reverse camera screen on Touch2 display freezes several times with about 6 seconds interval, creating a jerking image

It might be related to some software bug or Go Box and DA head-unit communication error.

**Supplier:** Harman / Fujitsu Ten – Denso ten

This phenomenon can occur on Extension Box and DA software lower than mentioned in below table.

The problem has been resolved as from the softwares versions shown below table or higher.

Minimum Extension Box Required Software Version: **6.9.0**

Minimum Display Audio Required Software Version:

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

#### How to fix:

Install latest released DA & Extension Box Software.

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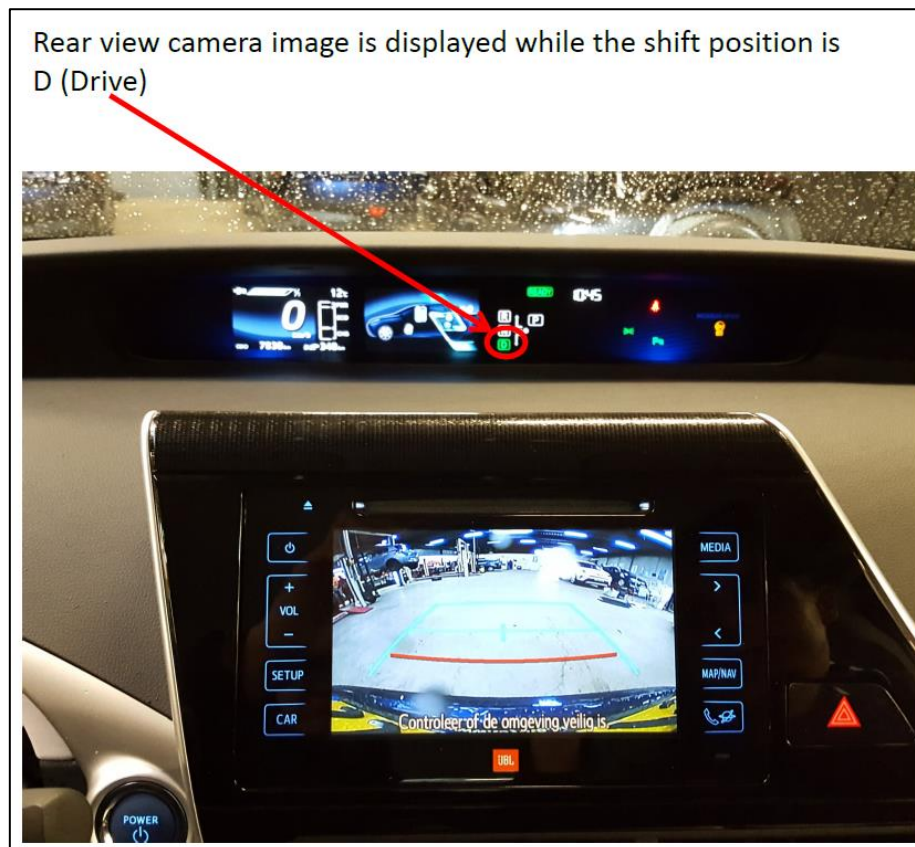
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## 2- Mirai only: The rear view camera is displayed when shift lever is in drive ("D")

### Phenomenon description:

While driving with the shift position in D (Drive), the rear view camera image is displayed on the Touch 2 with Go Plus system.



**Supplier :** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.2**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Black Screen related issues

First Checks:

- 1- If the screen becomes black every time after putting the reverse gear, plug another camera and see if it works, it may be an hardware issue

Symptoms:

- 1- [Display blacks out at low speed \(front camera On\) while using hands free](#)
- 2- [Black screen appears after On/Off cycle while USB is plugged in](#)
- 3- [Display blacks out after ending phone call while shifting out of reverse](#)

- 1- [Display blacks out at low speed \(front camera On\) while using hands free](#)

### Phenomenon description:

When driving at low speed (front camera on) and using hands free the screen of the DA blacks out and the Display Audio becomes not responsive (push buttons don't work).

Recovery is only possible after Ignition cycle.

**Supplier:** Harman / DA: Panasonic

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- Black screen appears after On/Off cycle while USB is plugged in

### Phenomenon description:

This phenomenon is present on vehicles with F-ten display audio only (Hilux, C-HR, Yaris):

After updating the navigation extension box with software release 6.7.0, that while a USB is plugged in, a black screen appears after Ignition off / on cycle.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.1**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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### 3- Display blacks out after ending phone call while shifting out of reverse

#### Phenomenon description:

During a phone call while the vehicle is in reverse (reverse camera On), when the phone call is ended, the screen freezes and stays in a black screen.

**Supplier:** Harman

This issue is due to a software failure in DA or in Extension box.

This phenomenon can occur on Extension Box and DA software lower than mentioned in below table.

The problem has been resolved as from the softwares versions shown below table or higher.

Minimum Extension Box Required Software Version: **4.4.1**

Minimum Display Audio Required Software Version:

Vehicle Model	Minimum Required Software Version
Hilux	FE3063
Verso S	FE3063
Yaris	XE3934
Alphard	XE3934
Hilux MY2015	XE3934
Camry, depends which DA-unit type fitted	GE3934 / VE3934

#### How to fix:

Install latest released DA & Extension Box Software.  
(See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – GPS signal related issues

Symptoms:

### 1- [C-HR only: GPS signal reception improvement](#)

### 1- C-HR only: GPS signal reception improvement

#### Phenomenon description:

After “ignition on” the Touch2 with Go navigation of Toyota C-HR does not quickly enough acquire the GPS signal to ensure a stable location fix and they will experience that the GPS position drifts away from the actual position. After a couple of minutes the signal will be acquired and the displayed position will reflect the actual position.

In the original position, the GPS antenna receives additional EM noise input from DA and GSP (forward camera). The GPS antenna needs to be relocated.

Follow the repair instructions from **TSB BE-0063T-0717**

Find the TSB on NG Techdoc. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Auto-reboot related issue

Symptoms:

- 1- [Screen control buttons are not responsive and navigation system reset](#)

### 1- Screen control buttons are not responsive and navigation system reset

Just after ignition or while driving the screen control buttons (Setup, Car, Media, Map/Nav, Telephone, Track forward, Track rearward buttons) don't react anymore on an input from the customer.

After some time the customer will witness one or more navigation system reset (black screen followed by the car screen).

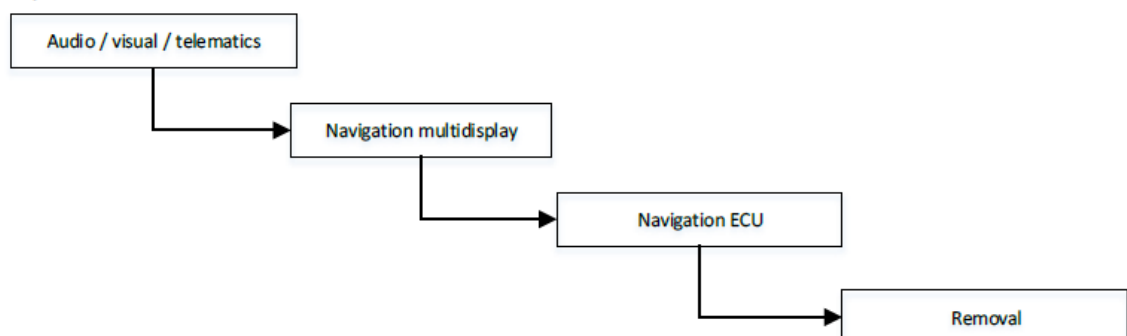
When checking the Display Audio's (DA) DTC codes in the DA's service menu, DTC code B1532 might be present.

Touch2 with go navigation extension box introduces a hardware fix for the described phenomena. The hardware fix will be made available together with software release 6.7.0.

## REPAIR PROCEDURE

1. Replace the navigation extension box.
2. Refer to the repair manual (see structure) for each listed model for the exact replacement method of the navigation extension box.

Repair manual structure:

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## TOUCH 2 WITH GO – Language related issue

Symptoms:

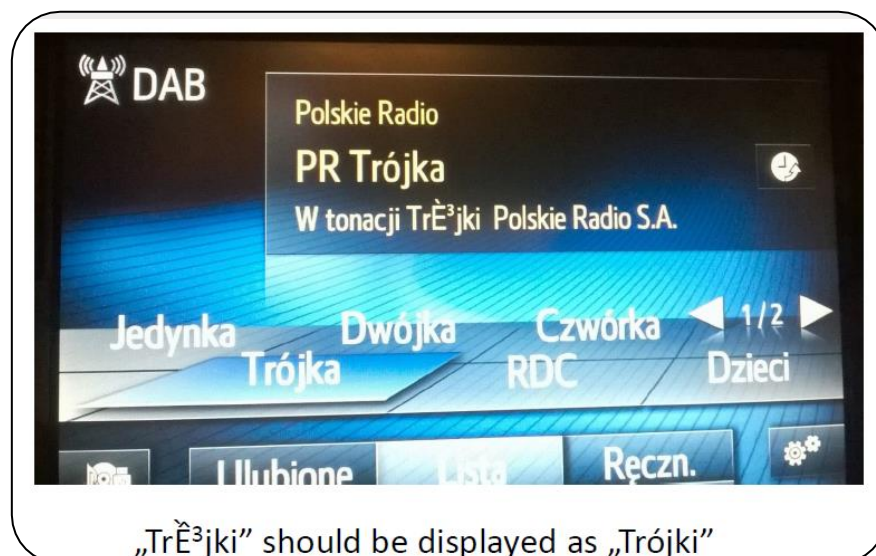
- 1- [Polish alphabet improper displayed](#)
- 2- [Impossible to add a phone number to the favorites list in a few languages](#)
- 3- [Correction of spelling mistakes against the Danish language](#)

### 1- Polish alphabet improper displayed

#### Phenomenon description:

Letters specific to the Polish alphabet are not or improper displayed when listening to DAB radio stations.

There are polish native letters (diacritical signs) missing in the radiotext field while listening to DAB radio stations.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

#### How to fix:

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## 2- Impossible to add a phone number to the favorites list in a few languages

### Phenomenon description:

When the system is set to languages:

- Finnish
- Greek
- Russian
- Ukrainian

It is impossible to add a phone number to the favorites list (touch screen doesn't respond when trying to enter the favorite number).

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.0**

### How to fix:

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### 3- Correction of spelling mistakes against the Danish language

#### Phenomenon description:

There is a spelling mistake in the audio, “Farvoritter” is not correct Danish



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.0**

#### How to fix:

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## TOUCH 2 WITH GO – Map Coverage/Database

Symptoms:

- 1- [Country information screen pops up even when driving without passing a border](#)
- 2- [UK: Correction of postal code errors](#)
- 3- [Wrong road name \(previous road name\) displayed after an intersection](#)
- 4- [Hungary: Wrong ZIP code in the map database](#)
- 5- [Russia: After switching to wintertime, the arrival time is shifted by one hour from the expected time](#)
- 6- [Russia: After switching to summertime; the arrival time is shifted by one hour from the expected time](#)

### 1- Country information screen pops up even when driving without passing a border

The country information screen pop up after starting to drive without crossing the country border.

The above problem occurred at several location on the headline vehicle after updating the navigation software and database to the latest one (6.10.0WL)



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.11.0**

### How to fix:

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## 2- UK: Correction of postal code errors

### Phenomenon description:

Postal code is not available on the Touch 2 with Go because it's not possible to input the 6th digit.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

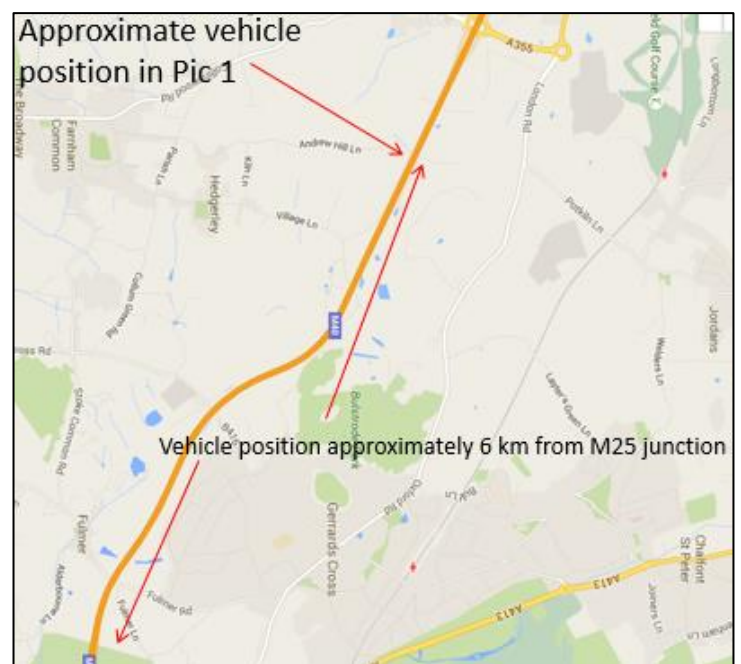
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### 3- Wrong road name (previous road name) displayed after an intersection

#### Phenomenon description:

Wrong road name (previous road name) displayed after an intersection.

When changing road the navigation system is slow to change the name at the bottom of the screen on certain roads. Please see the attached videos for a better understanding.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.0**

#### How to fix:

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#### 4- Hungary: Wrong ZIP code in the map database

##### Phenomenon description:

- When entering an address, first entering ZIP code, the system does not allow to enter street name or house number for specific addresses.
- When entering city name, then street name and house number, wrong ZIP code is displayed on the “Enter an address” screen.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

##### How to fix:

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5- Russia: After switching to wintertime, the arrival time is shifted by one hour from the expected time

**Phenomenon description:**

The calculated arrival time is 1 hour ahead of expected time. For example the arrival time for route of 9.3 km which begins at 10:56 is 12 hours 17 minutes (expected 22 minutes).

Incorrect arrival time for calculated route.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.5.0**

**How to fix:**

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## 6- Russia: After switching to summertime, the arrival time is shifted by one hour from the expected time

### Phenomenon description:

After switching to summertime, the arrival time is shifted by one hour from the expected time

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

### How to fix:

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## TOUCH 2 WITH GO – Map Drawing related issues

Symptoms:

### 1- [Wrong color for highway board \(Switzerland\)](#)

### 1- Wrong color for highway board (Switzerland)

#### Phenomenon description

The Swiss Highway indication board are green. When programming Touch2Go, driving on the highway and having to take a crossing highway, the system displays the crossing highway with a blue panel as an exit, but it's an intersection (not an exit).



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

#### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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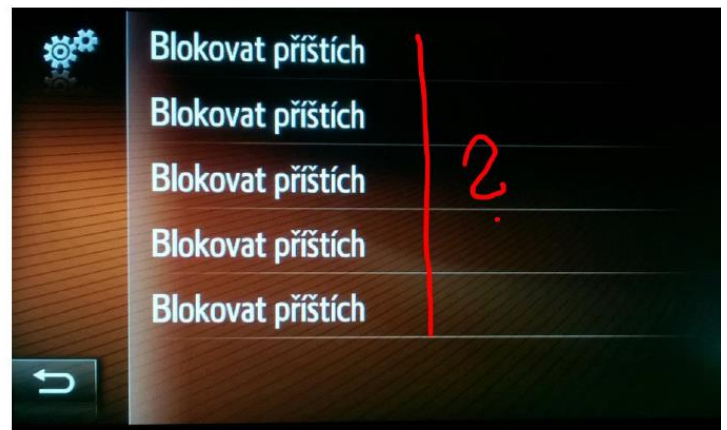
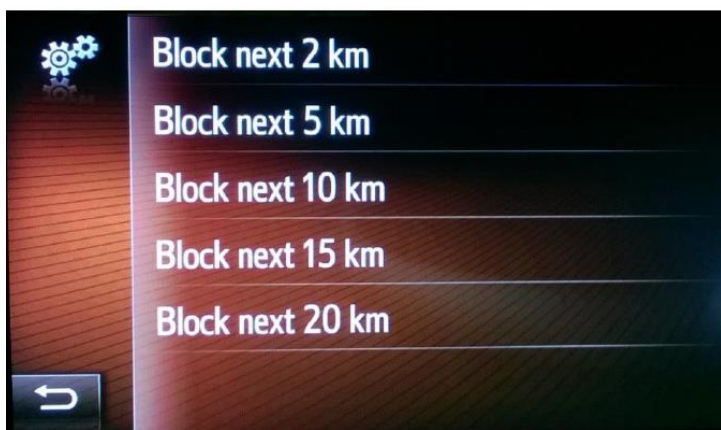
## TOUCH 2 WITH GO – Map Language related issues

Symptoms:

- 1- [In Czech, the distance indicating how much road ahead to block is not shown](#)
- 2- [In Danish the warning message for internet roaming is displaying a mix up of Danish and English words](#)
- 3- [English word “favorite” is spelled with small “f”](#)
- 4- [On the navigation input keyboard, letters specific to the Icelandic alphabet can't be selected](#)

### 1- In Czech, the distance indicating how much road ahead to block is not shown

In the Czech version of the menu, the distance indicating how much road ahead to block is not shown. This distance is present in e.g. the English menu.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

**How to fix:**

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- In Danish the warning message for internet roaming is displaying a mix up of Danish and English words

### Phenomenon description:

Every time the system is warning you, that your phone company might charge you for Internet traffic, the message displays a wrong word in the line.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.4.1**

### How to fix:

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### 3- English word “favorite” is spelled with small “f”

In every menu where the word favorite or favorites are displayed, the word is spelled with small “f” instead of big “F”.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.4.1**

#### How to fix:

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#### 4- On the navigation input keyboard, letters specific to the Icelandic alphabet can't be selected

When searching a street beginning with the specific letter, the letter is unavailable. The letter is there but it is “shadowed” and cannot be selected, even if street names beginning with the letter are clearly listed when viewing postal code street-list.



**Regardless of search-criteria used, „þ“ is never available as first letter (always shadowed) when searching for streets. Streets beginning with letter „þ“ are clearly listed in when postal-code streetlists are viewed**

The letter is never available when searching for streets, even if street names beginning with the letter are listed under Town or Postal Code lists.

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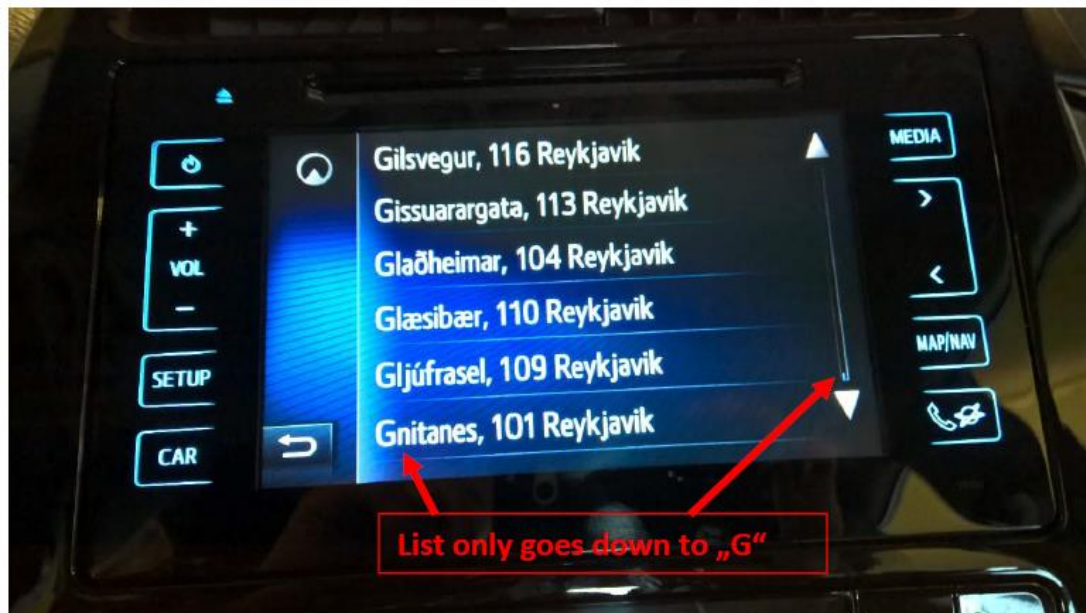
NG Techdoc

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Furthermore, when “REYKJAVIK” is input to the system and street list is called up, it only shows street names from “A-G”. Street names from “G-Z” are not listed.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

#### **How to fix:**

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## TOUCH 2 WITH GO – Route Guidance related issues

Symptoms:

- 1- [The route guidance does not lead to the location requested](#)
- 2- [After inputting a destination, the system freezes \(only in 6.9.0\)](#)
- 3- [After pressing F, France is not listed in the country list /when pressing the map button, the system resets \(only in 4.5.0\)](#)
- 4- [Impossible to put long city names in the address menu](#)

### 1- The route guidance does not lead to the location requested

#### Phenomenon description:

Customers who use software version 3.3.0 or 4.2.1 may experience that the route guidance does not lead to the location requested by the customer. This issue only happens for specific destinations in England, France and Spain.

When you create a route to a new address, for example 5 kilometers around your place, the route displayed on the map screen does not correspond with the selected address.

The flag is at the right place but the route is false.



This issue only happens for specific destinations in England, France and Spain.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.  
Minimum Required Software Version: **4.4.2**

#### How to fix:

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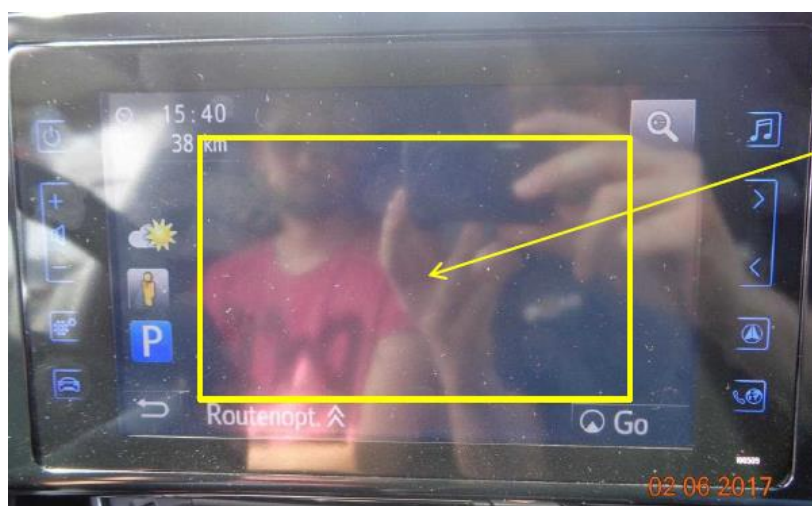
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## 2- After inputting a destination, the system freezes (only in 6.9.0)

### Phenomenon Description:

After updating the navigation software the dealer notices that the system will freeze after inputting a destination location, however this only happens when the destination is a long distance from the start location (150+ miles).

The start location is the dealer address = Fish Brothers Toyota, Penzance Drive, Swindon, SN5 7RX, United Kingdom.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

### How to fix:

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### 3- After pressing F, France is not listed in the country list /when pressing the map button, the system resets (only in 4.5.0)

Black screen and preselection of France not possible

1. When pressing "F" in the Nav destination keyboard screen to get a list of country names starting with either letters, France is not suggested and the keyboard becomes inactive or in a disable state.
2. Then after above step when it pressing "Map/Nav" HK button, map screen becomes black. The only way to retrieve functions was to reboot the system by performing IG ON/OFF.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

#### **How to fix:**

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

### 4- Impossible to put long city names in the address menu

#### **Phenomenon description:**

Long city names can't be inputted because the text field to input city names is too small for the captioned city (letters become grey and can't be selected).

This phenomenon only appears on 8 inch screens

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.1**

#### **How to fix:**

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Speed Camera Alert related issues

Symptoms:

- 1- [No audible warning beep anymore when approaching a speed camera](#)
- 2- [Continuous beeps can be heard when approaching a speed camera](#)

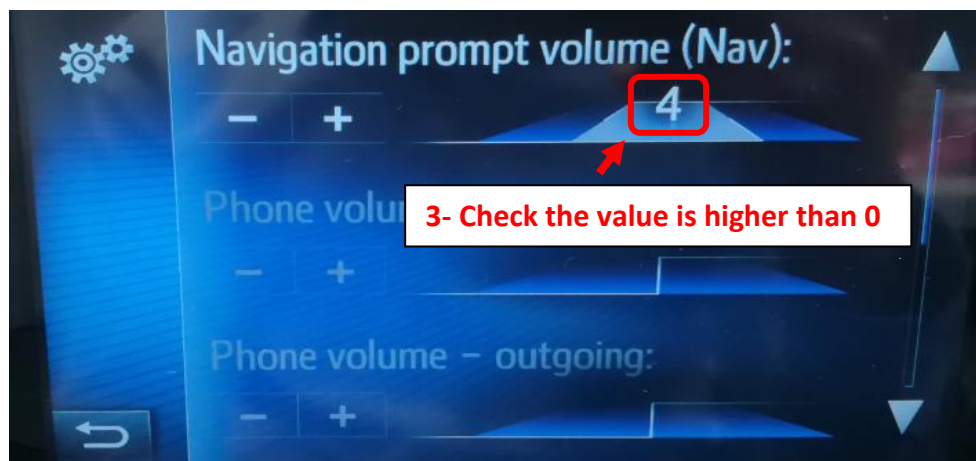
### 1- No audible warning beep anymore when approaching a speed camera

#### Phenomenon description:

After updating the navigation system to version 6.7.0, when passing speed cameras, it is correctly displayed on the monitor, but it no warning sound is audible.

#### First Checks:

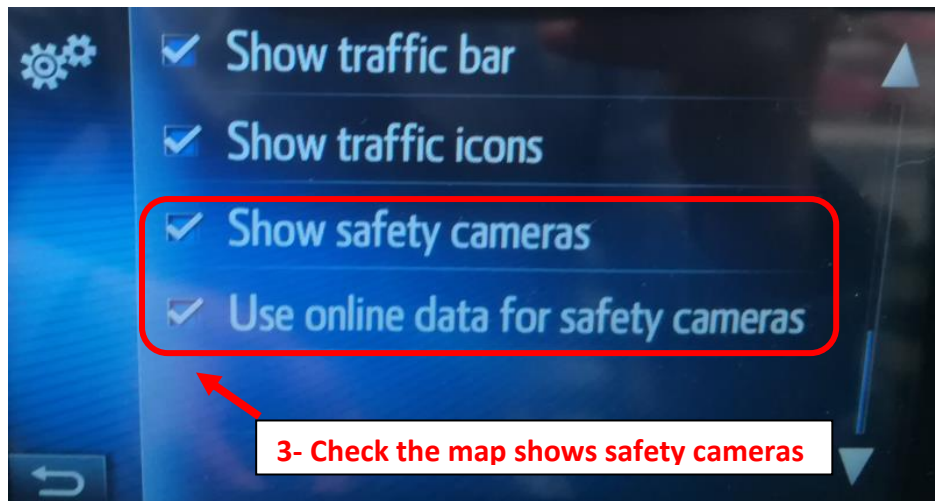
- Check the Navigation Volume is On (above 0)

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- Check the map shows safety cameras



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

#### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- Continuous beeps can be heard when approaching a speed camera

### Phenomenon description:

When approaching a speed camera, the speed camera sound warning/notification happens repeatedly, instead of the single 'beep' warning.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Traffic Information related issues

Symptoms:

- 1- [No traffic information received and shown on the map \(UK\)](#)

- 1- [No traffic information received and shown on the map \(UK\)](#)

### Phenomenon description:

When driving in the United Kingdom no traffic information are received (RDS TMC) and shown on the map.

The RDS TMC system is not working on vehicle with navigation software 4.5.0.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Voice Guidance Language related issues

Symptoms:

- 1- [Czech language voice guidance improvements](#)
- 2- [Bad German and French voice guidance](#)
- 3- [Wrong pronunciation in Czech, Slovak, Hungarian and Romanian of the voice guidance command: "Please proceed to the highlighted route"](#)
- 4- [In Portuguese 800 meter is pronounced as 200 meters](#)
- 5- [In Switzerland, some streets names are wrongly pronounced](#)
- 6- [Wrong voice guidance on highway](#)

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## 1- Czech language voice guidance improvements

### Phenomenon description :

Pronunciation improvements for voice guidance:

A) English "After 300 meters slight left turn to the left on expressway E48"

#### Czech - wrong

"Po třech stech metrech mírně zatočte vpravo rychlostní silnice **É čtyřiceti osmi**"

#### Czech - How should it be

"Po třech stech metrech mírně zatočte vpravo na rychlostní silnici **É čtyřicet osm**"

B) English "After one kilometer exit highway exit number one, after that keep right"

#### Czech wrong

"po jednom **kilometrů** sjed'te **s** dálnice výjezdem číslo jedna, potom **sedržte** vpravo"

#### Czech - How should it be

"po jednom **kilometru** sjed'te **z** dálnice výjezdem číslo jedna, potom **se držte** vpravo"

C) English "After 550 meters exit highway exit number five"

#### Czech wrong

"po 550 metrech sjed'te **s** dálnice výjezdem **číslo pěti**"

#### Czech - How should it be

"po 550 metrech sjed'te **z** dálnice výjezdem **číslo pět**"

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.

The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.9.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- Bad German and French voice guidance

### Phenomenon description:

- The pronunciation quality in German is not OK and the voice is lisping
- The sentences are too long and get interrupted when two voice guidance commands are following quickly after each other.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.8.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

## 3- Wrong pronunciation in Czech, Slovak, Hungarian and Romanian of the voice guidance command: "Please proceed to the highlighted route"

### Phenomenon description:

When starting the route guidance which is not presented on the map (for example in a parking area), the Navi tells the following: "Please proceed to the highlighted route" with a wrong pronunciation.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.5.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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#### 4- In Portuguese 800 meter is pronounced as 200 meters

##### Phenomenon description:

During navigation with voice guidance, the voice command for 800m is wrong because the unit said 200m instead of 800m before a turn.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.4.1**

##### How to fix:

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## 5- In Switzerland, some streets names are wrongly pronounced

### Phenomenon description:

In Switzerland, some streets names are wrongly pronounced.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.4.1**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 6- Wrong voice guidance on highway

### Phenomenon description:

The navigation system assimilates a highway change to a highway exit. The navigation makes the same mistake for the vocal guidance and says in french : "Quitter l'autoroute" means "Leave the highway" and should be "Highway change" "Changer d'autoroute"

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Steering Switch related issues

Symptoms:

- 1- [Steering wheel commands are not working](#)

- 1- [Steering wheel commands are not working](#)

With an I-phone the steering wheel switches are not working to scroll through the music list.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.5.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Update related issues

Symptoms:

- 1- [License key requested to update a "High" version \( vehicle still covered under the free map guarantee\)](#)
- 2- [Reset during updating the map database](#)
- 3- [Map update from version 4.3.0 to 4.4.1 is not possible](#)

- 1- [License key requested to update a "High" version \( vehicle still covered under the free map guarantee\)](#)

### Phenomenon description:

The license key is requested to update a "High" version when the vehicle is still covered under the free map guarantee (from 4.4.1WH to 4.5.0WH)

The synctool wrongly located the license file on the device and retrieved the wrong information.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.7.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- Reset during updating the map database

### Phenomenon description:

When updating the navigation extension box software version from 6.8.1H to 6.8.2H, the update stops and an error message appears on the screen asking to remove the update stick from USB connector to restart the unit. The screen becomes black for some seconds then "Audio off" screen appears. Then, the unit do not respond to any buttons, screen touch. IG OFF IG ON cycle do not help.

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

**How to fix:** Go on next page

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# Dealer Map Update Mode – How to fix

## Background

We issue this document due the results on the analysis of warranty claims of Toyota Extension Boxes (TEB) received in the Quality Control Laboratory: Warranty parts reported as “inoperative when switched on”, “erroneous behavior”, “malfunction of display panel”... ...they were in update mode.

The purpose of this document is to provide a procedure for dealers to identify the update mode symptoms and address further actions.

## Problem Description

### Symptoms:

1. Toyota Logo and then CAR menu only (After an interrupted (D)MUP)



Go to  
Service  
Menu to  
read out  
SW



Go to  
System Diag.  
Menu to  
confirm that  
the TEB is  
NG

### Root Cause:

The update mode is result of the (Dealer) Map Update process interruption.

#### Potential Interruptions

Updating in ACC mode instead of full Ignition (ACC without engine running).



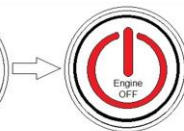
Updating without enough combustibile for engine running for at least 1 h.



Not enough  
fuel to have  
the engine  
running for at  
least for 1 h.



Ignition / Engine off by mistake.



Unplugging the DMUP usb before the process was completed.



Removed before  
completing the  
process



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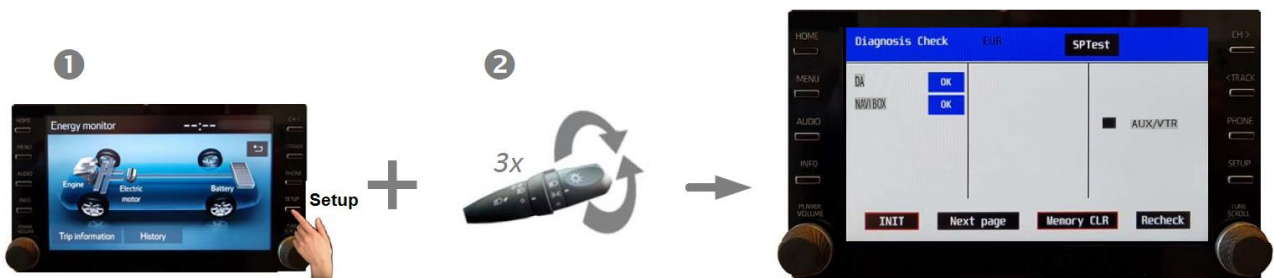
[Unknown issue](#)

DA

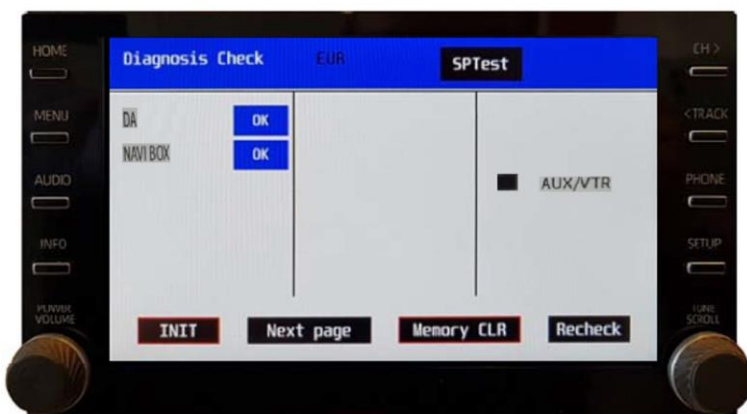
DA & Ext. Box

## System Diagnostics

Running some diagnostic checks can define between a full malfunction and a sw-update mode where later on an update-retry can be successful as described previously.

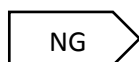


- 1- Key "On"
- 2- Press and hold the hard key "SETUP"
- 3- Switch On/Off the headlights 3 consecutive times in quick succession



<b>OK</b>	No problem detected
<b>DEL</b>	Memory was cleared, please recheck again
<b>NRES</b>	No response
<b>GPS</b>	Problem with GPS-antenna
<b>NCON</b>	Not connected (previously detected item)
<b>ANT</b>	GPS/DAB-antenna problem
<b>NG</b>	Problem other then mentioned here

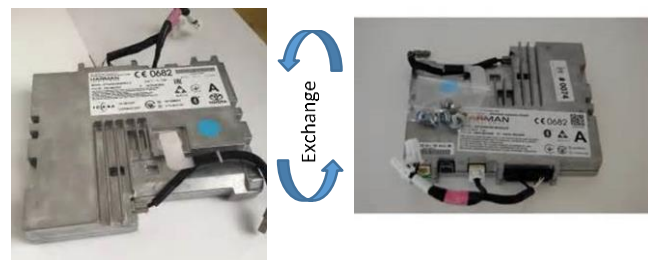
- a) If a complete malfunction like non boot-up (pwr-connections, internal power loss) then **Diag System-Check from DA to TEB will show – NG (Not Good). At this point, replace the TEB.**



Go to the Service Menu to confirm its access:

1. In update mode it is possible to enter to the Diagnostic Menu to perform a run system check

Replace TEB



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[How to install latest softwares](#)

[NG Techdoc](#)

[Unknown issue](#)

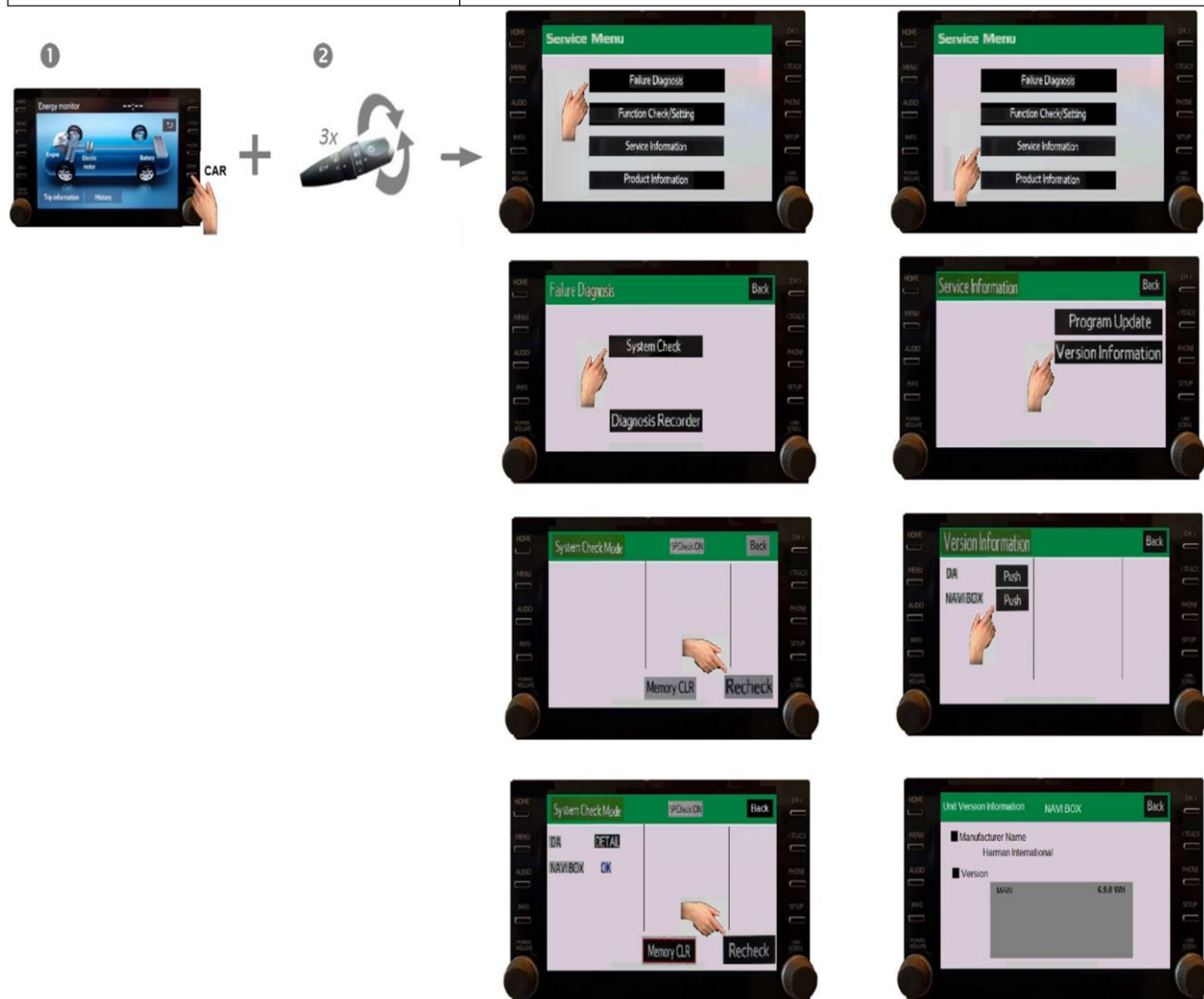
DA

DA & Ext. Box

## Service Menu

Service Menu to check on system and SW version.

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Key "On"</li> <li>2. Press and hold the hard key "CAR"</li> </ol> | <ol style="list-style-type: none"> <li>3. Switch On/Off the headlights 3 consecutive times in quick succession</li> </ol> |
|---|---|



### Service Menu Access:

#### **In update mode**

4. It is possible to enter to the Diagnostic Menu to perform a run system check
5. Ext-Box Menus at DA are not visible
6. SW version can be read-out

**These points confirm that TEB is in update mode and it is possible its recovery.**



Replace  
TEB

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## Software Recovery

Following the previous recommendations for sw update:

- Engine on
- Enough fuel
- Remove the usb stick until its led stops blinking completely

It is possible to perform a recovery of the unit by inserting again a valid DMUP usb stick; this will restart the update process, recovering the TEB software from this state, making it fully functional again.



## Further Tips

It is recommended to use the official USB stick. If a different USB is used, please verify that is without invalid sectors, correctly formatted (FAT32) and with a led (light emitting diode) to indicate activity of the usb stick during the DMUP process; until this led stops blinking completely, this can be removed safely.

Even if the DA does not shows any activity, if the usb stick shows activity do not remove it until this stops blinking completely.

## Note

If the DMUP cannot be completed, please provide also the usb stick for further analysis.

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### 3- Map update from version 4.3.0 to 4.4.1 is not possible

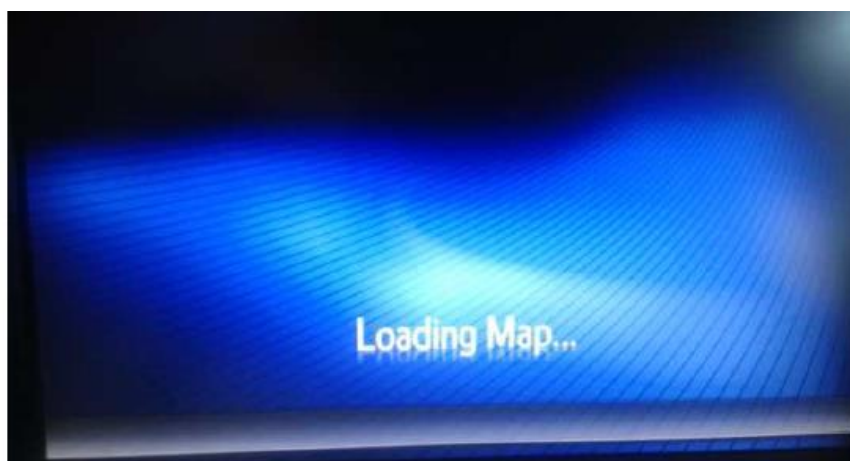
#### Phenomenon description:

When trying to update the Navigation Software (Extension Box) with 4.4.1WL, update fails and error message appears:



Then, when checking the navigation software version, the system shows 4.4.1WL.

However, when trying to check the function of the navigation, it is impossible to load the map. Display stays on "Loading map", the map doesn't load.



**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table. The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **4.5.0**

#### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## TOUCH 2 WITH GO – Data Connection related issues

Symptoms:

- 1- [Data connection for weather fuel and parking app in software 6.6.0 is not working](#)
- 2- [Impossible to register extension box on customer portal \(wrongly device ID\)](#)

- 1- Data connection for weather fuel and parking app in software 6.6.0 is not working

### Phenomenon description:

Data connection for weather fuel and parking app in software 6.6.0 is not working

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## 2- Impossible to register extension box on customer portal (wrongly device ID)

### Phenomenon description:

Impossible to register extension box on customer portal (wrongly device ID)

**Supplier:** Harman

This phenomenon can occur on Extension Box software lower than mentioned in below table.  
The problem has been resolved as from the software version shown below table or higher.

Minimum Required Software Version: **6.10.0**

### How to fix:

Install latest released Extension Box Software. (See hyperlink on the bottom of the page)

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## How to update Touch 2 Softwares

### 1- Install latest Display Audio Software

[Panasonic Display Audio](#)

[Denso Ten Display Audio](#)

2-

[Install latest Extension Box and Map Version](#)

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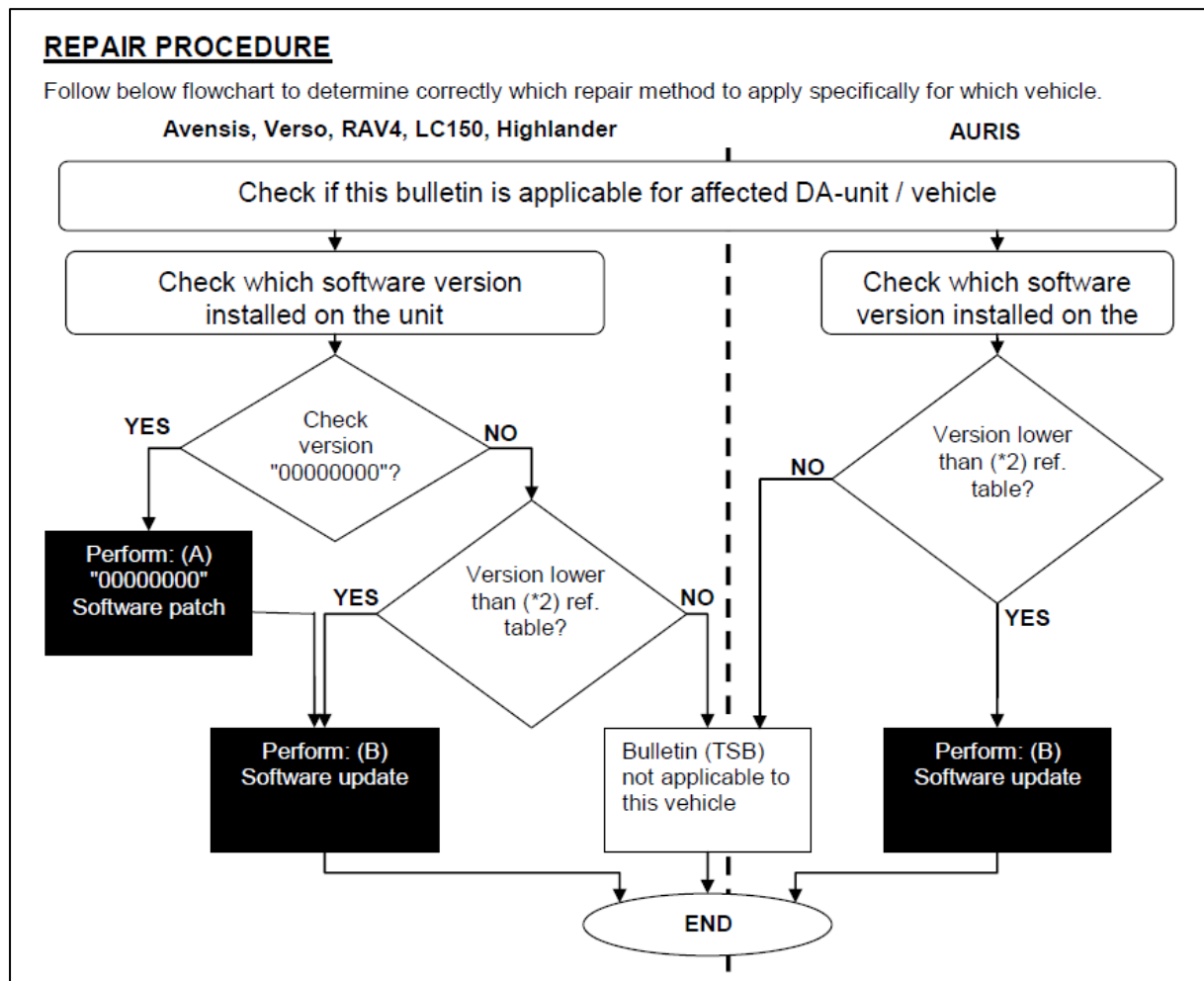
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## How to update the Display Audio Software

### Panasonic Software Update:



You will find on the next pages, the reference table and the download links for the software updates.

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## PARTS INFORMATION

(\*2) reference table:

Model	Previous part number	Current part number	Part name	RC-level	Minimum required software-version
Auris	86140-02280	86140-02280	RECEIVER ASSY, RADIO	RC2	7401018a
	86140-02300	86140-02300	RECEIVER ASSY, RADIO		7401018a
	86140-02320	86140-02320	RECEIVER ASSY, RADIO		75010125
	86140-02340	86140-02340	RECEIVER ASSY, RADIO		75010125
	86140-02290	86140-02290	RECEIVER ASSY, RADIO		90010124
	86140-02310	86140-02310	RECEIVER ASSY, RADIO		90010124
	86140-02330	86140-02330	RECEIVER ASSY, RADIO		93010127
	86140-02350	86140-02350	RECEIVER ASSY, RADIO		93010127
Verso	86140-0F040	86140-0F040	RECEIVER ASSY, RADIO	RC2	91010125
	86140-0F050	86140-0F050	RECEIVER ASSY, RADIO		7601018b
	86140-0F060	86140-0F060	RECEIVER ASSY, RADIO		9201012b
	86140-0F070	86140-0F070	RECEIVER ASSY, RADIO		7201012c
Avensis	86140-05090	86140-05090	RECEIVER ASSY, RADIO	RC2	7601018b
	86140-05100	86140-05100	RECEIVER ASSY, RADIO		7601018b
Avensis	86140-05110	86140-05110	RECEIVER ASSY, RADIO	RC2	7601018b
	86140-05120	86140-05120	RECEIVER ASSY, RADIO		7601018b
	86140-05130	86140-05130	RECEIVER ASSY, RADIO		7201012c
	86140-05140	86140-05140	RECEIVER ASSY, RADIO		7201012c
	86140-05150	86140-05150	RECEIVER ASSY, RADIO		7201012c
	86140-05160	86140-05160	RECEIVER ASSY, RADIO		7201012c
	86140-05170	86140-05170	RECEIVER ASSY, RADIO		91010125
	86140-05180	86140-05180	RECEIVER ASSY, RADIO		9201012b
RAV4	86140-42210	86140-42210	RECEIVER ASSY, RADIO	RC3	7601018b
	86140-42220	86140-42220	RECEIVER ASSY, RADIO		7201012c
	86140-42230	86140-42230	RECEIVER ASSY, RADIO		7601018b
	86140-42240	86140-42240	RECEIVER ASSY, RADIO		7201012c
	86140-42250	86140-42250	RECEIVER ASSY, RADIO		7201012c
	86140-42260	86140-42260	RECEIVER ASSY, RADIO		7201012c
LC150	86140-60030	86140-60030	RECEIVER ASSY, RADIO	RC4	9201012b
	86140-60060	86140-60060	RECEIVER ASSY, RADIO		9201012b
	86140-60380	86140-60380	RECEIVER ASSY, RADIO		9201012b
	86140-60390	86140-60390	RECEIVER ASSY, RADIO		9201012b
	86140-60400	86140-60400	RECEIVER ASSY, RADIO		7201012c
	86140-60410	86140-60410	RECEIVER ASSY, RADIO		7201012c
	86140-60150	86140-60150	RECEIVER ASSY, RADIO		7201012c
	86140-60170	86140-60170	RECEIVER ASSY, RADIO		7201012c
Highlander	86140-0E081	86140-0E081	RECEIVER ASSY, RADIO	RC3	7601018b
	86140-0E091	86140-0E091	RECEIVER ASSY, RADIO		7601018b
	86140-0E101	86140-0E101	RECEIVER ASSY, RADIO		7601018b

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Vehicle	Part number	Touch 2 (USB)	Touch 2 with Go (CD)
Auris (2012 - 2015)	86140-02280	<a href="http://touch2go.toyota-europe.com/multimedia/519W+Auris+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/519W+Auris+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/519W+Auris+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/519W+Auris+-+CD.zip</a>
	86140-02300		
	86140-02320		
	86140-02340		
	86140-02290		
	86140-02310		
	86140-02330		
	86140-02350		
Auris (2015 - )	86140-02360	<a href="http://touch2go.toyota-europe.com/multimedia/635W+Auris+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/635W+Auris+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/635W+Auris+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/635W+Auris+-+CD.zip</a>
	86140-02370		
	86140-02380		
	86140-02390		
	86140-02400		
	86140-02410		
Avensis (2011 - 2015)	86140-05090	<a href="http://touch2go.toyota-europe.com/multimedia/530W+Avensis+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/530W+Avensis+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/530W+Avensis+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/530W+Avensis+-+CD.zip</a>
	86140-05100		
	86140-05110		
	86140-05120		
	86140-05130		
	86140-05140		
	86140-05150		
	86140-05160		
	86140-05170		
	86140-05180		
Avensis (2015 - )	86140-05200	<a href="http://touch2go.toyota-europe.com/multimedia/626W+Avensis+MMC+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/626W+Avensis+MMC+-+USB.zip</a>	
	86140-05210		
	86140-05220		
	86140-05230		
	86140-05240		
	86140-05250		
	86140-05260		
	86140-05270		
Corolla (2013 - )	86140-02080	<a href="http://touch2go.toyota-europe.com/multimedia/551W+Corolla+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/551W+Corolla+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/551W+Corolla+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/551W+Corolla+-+CD.zip</a>
	86140-02130		
Corolla (2013 - )	86140-02220	<a href="http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+CD.zip</a>
	86140-02230		
Corolla (2016 - )	86140-02480	<a href="http://touch2go.toyota-europe.com/multimedia/673W+Corolla+MMC+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/673W+Corolla+MMC+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/551W+Corolla+(MC+parts)+-+CD.zip</a>

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Vehicle	Part number	Touch 2 (USB)	Touch 2 with Go (CD)
Highlander (2013 - )	86140-0E081	<a href="http://touch2go.toyota-europe.com/multimedia/574W+Highlander+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/574W+Highlander+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/574W+Highlander+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/574W+Highlander+--+CD.zip</a>
	86140-0E091		
	86140-0E101		
Highlander (2013 - )	86140-0E210	<a href="http://touch2go.toyota-europe.com/multimedia/676W+Highlander+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/676W+Highlander+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/676W+Highlander+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/676W+Highlander+--+CD.zip</a>
	86140-0E220		
	86140-0E260		
LC 150 (2009 - 2017)	86140-60150	<a href="http://touch2go.toyota-europe.com/multimedia/596W+LC150+PRADO+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/596W+LC150+PRADO+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/596W+LC150+PRADO+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/596W+LC150+PRADO+--+CD.zip</a>
	86140-60170		
	86140-60400		
	86140-60410		
	86140-60030		
	86140-60060		
	86140-60380		
Mirai (2015 - )	86140-60390		
	86140-62030		<a href="http://touch2go.toyota-europe.com/multimedia/625W+Mirai+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/625W+Mirai+--+CD.zip</a>
86140-62040			
Prius (2015 - )	86140-47300	<a href="http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+CD.zip</a>
	86140-47350		
	86140-47310		
	86140-47360		
Prius+ (2012 - )	86140-47220	<a href="http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/629W+Prius+NG+--+CD.zip</a>
	86140-47221		
	86140-47230		
	86140-47231		
	86140-47400		
	86140-47401		
	86140-47240		
86140-47241			
RAV4 (2012 - 2015)	86140-42210	<a href="http://touch2go.toyota-europe.com/multimedia/540W+RAV4+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/540W+RAV4+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/540W+RAV4+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/540W+RAV4+--+CD.zip</a>
	86140-42220		
	86140-42230		
	86140-42240		
	86140-42250		
	86140-42260		
RAV4 (2015 - )	86140-42470	<a href="http://touch2go.toyota-europe.com/multimedia/650W+New+RAV4+--+USB.zip">http://touch2go.toyota-europe.com/multimedia/650W+New+RAV4+--+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/650W+New+RAV4+--+CD.zip">http://touch2go.toyota-europe.com/multimedia/650W+New+RAV4+--+CD.zip</a>
	86140-42310		
	86140-42330		
	86140-42340		
	86140-42350		

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Vehicle	Part number	Touch 2 (USB)	Touch 2 with Go (CD)
RAV4 (2015 - )	86140-0R210	<a href="http://touch2go.toyota-europe.com/multimedia/153B+TMR+SP+RAV4+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/153B+TMR+SP+RAV4+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/153B+TMR+SP+RAV4+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/153B+TMR+SP+RAV4+-+CD.zip</a>
	86140-0R220		
Verso (2009 - 2017)	86140-0F050	<a href="http://touch2go.toyota-europe.com/multimedia/912A_545W+Verso+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/912A_545W+Verso+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/912A_545W+Verso+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/912A_545W+Verso+-+CD.zip</a>
	86140-0F070		
	86140-0F040		
	86140-0F060		
Verso (2009 - 2017)	86140-0F051	<a href="http://touch2go.toyota-europe.com/multimedia/545W+Verso+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/545W+Verso+-+USB.zip</a>	<a href="http://touch2go.toyota-europe.com/multimedia/545W+Verso+-+CD.zip">http://touch2go.toyota-europe.com/multimedia/545W+Verso+-+CD.zip</a>
	86140-0F071		
	86140-0F041		
	86140-0F061		
Verso (2009 - 2017)	86140-0F080	<a href="http://touch2go.toyota-europe.com/multimedia/627W+Verso+MMC+-+USB.zip">http://touch2go.toyota-europe.com/multimedia/627W+Verso+MMC+-+USB.zip</a>	
	86140-0F090		
	86140-0F100		
	86140-0F110		

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## Denso Ten Software Update:

Vehicle	Part number	Software Version	Download
Hilux	86140-0K421	FE3069	<a href="http://touch2go.toyota-europe.com/multimedia/FE3069.zip">http://touch2go.toyota-europe.com/multimedia/FE3069.zip</a>
Hilux	86140-0K411	FE3069	
Verso S	86140-52200	FE3069	
Verso S	86140-52210	FE3069	
Verso S	86140-52240	FE3069	
Verso S	86140-52250	FE3069	
Verso S	86140-52220	FE3069	
Verso S	86140-52230	FE3069	
Verso S	86140-52280	FE3069	
Verso S	86140-52290	FE3069	
Verso S	86140-52300	FE3069	
Verso S	86140-52310	FE3069	
Yaris	86140-0D090	XE3953	<a href="http://touch2go.toyota-europe.com/multimedia/XE3953.zip">http://touch2go.toyota-europe.com/multimedia/XE3953.zip</a>
Yaris	86140-0D100	XE3953	
Yaris	86140-0D110	XE3953	
Yaris	86140-0D120	XE3953	
Yaris	86140-0D130	XE3953	
Yaris	86140-0D140	XE3953	
Yaris	86140-0D150	XE3953	
Yaris	86140-0D160	XE3953	
Yaris	86140-0D170	XE3953	
Yaris	86140-0D180	XE3953	
Yaris	86140-0D190	XE3953	
Yaris	86140-0D200	XE3953	
Yaris	86140-0D210	XE3953	
Yaris	86140-0D220	XE3953	
Yaris	86140-0D230	XE3953	
Yaris	86140-0D240	XE3953	
Yaris	86140-0D250	XE3953	
Yaris	86140-0D260	XE3953	
Yaris	86140-0D270	XE3953	
Yaris	86140-0D280	XE3953	
Yaris	86140-0D290	XE3953	
Yaris	86140-0D300	XE3953	

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Vehicle	Part number	Software Version	Download
C-HR	86140-F4040	VE3953	<a href="http://touch2go.toyota-europe.com/multimedia/VE3953.zip">http://touch2go.toyota-europe.com/multimedia/VE3953.zip</a>
C-HR	86140-F4020	VE3953	
C-HR	86140-F4030	HE3953	<a href="http://touch2go.toyota-europe.com/multimedia/HE3953.zip">http://touch2go.toyota-europe.com/multimedia/HE3953.zip</a>
C-HR	86140-F4010	HE3953	
Yaris	86140-0D320	HE3953	
Yaris	86140-0D340	HE3953	
Yaris	86140-0D360	HE3953	
Yaris	86140-0D370	HE3953	
Yaris	86140-0D390	HE3953	
Yaris	86140-0D400	HE3953	
Yaris	86140-0D410	HE3953	
Yaris	86140-0D310	HE3953	
Yaris	86140-0D330	HE3953	
Yaris	86140-0D350	HE3953	
Yaris	86140-0D380	HE3953	
Yaris	86140-0D440	HE3953	
Yaris	86140-0D460	HE3953	
Yaris	86140-0D450	HE3953	
Prius Phev	86140-47430	TE3953	<a href="http://touch2go.toyota-europe.com/multimedia/TE3953.zip">http://touch2go.toyota-europe.com/multimedia/TE3953.zip</a>
Prius Phev	86140-47440	TE3953	
Alphard	86140-58010	XE3953	<a href="http://touch2go.toyota-europe.com/multimedia/XE3953.zip">http://touch2go.toyota-europe.com/multimedia/XE3953.zip</a>
Alphard	86140-58020	XE3953	
Hilux	86140-0K620	XE3953	
Hilux	86140-0K630	XE3953	
Hilux	86140-0KB70	XE3953	<a href="http://touch2go.toyota-europe.com/multimedia/GE3953.zip">http://touch2go.toyota-europe.com/multimedia/GE3953.zip</a>
Camry	86140-33080	GE3953	
Camry	86140-06340	GE3953	
Camry	86140-33090	GE3953	
Camry	86140-06350	GE3953	
Camry	86140-06341	GE3953	<a href="http://touch2go.toyota-europe.com/multimedia/VE3953.zip">http://touch2go.toyota-europe.com/multimedia/VE3953.zip</a>
Camry	86140-06710	VE3953	
Camry	86140-33510	VE3953	
Camry	86140-06711	VE3953	

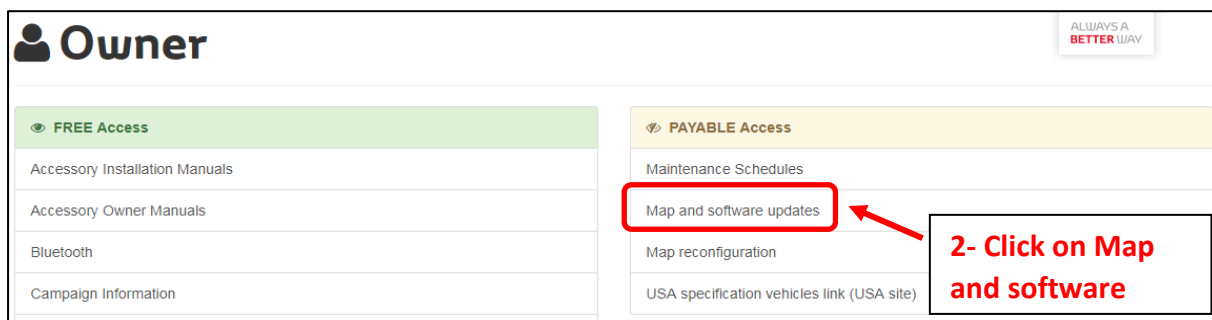
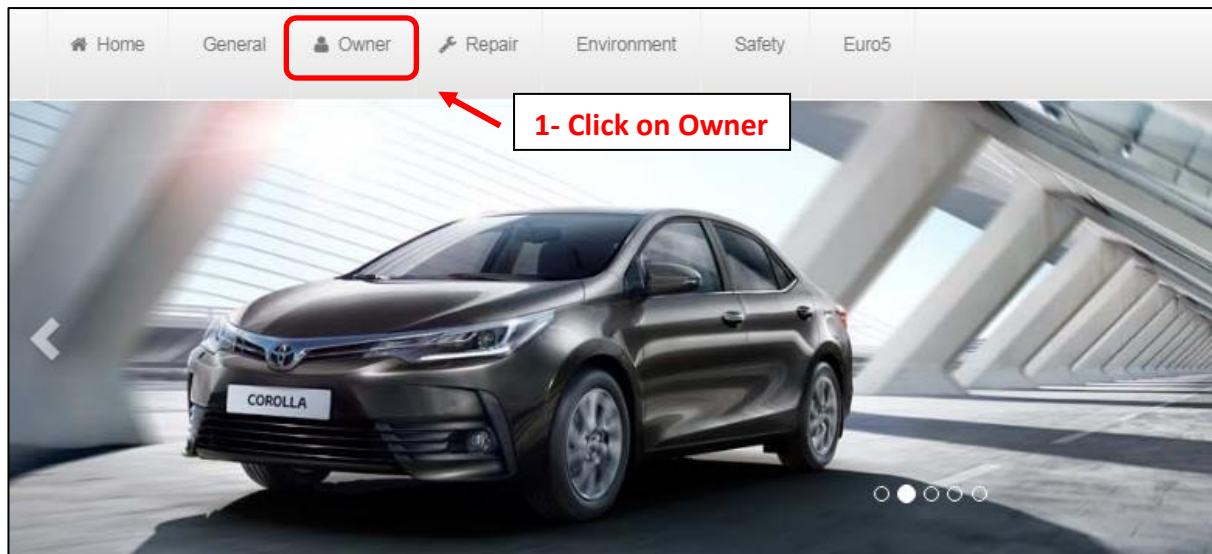
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## How to update the Extension Box and Map version

Click on:

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# Map and software updates



## Toyota Touch 2 with Go (Low)

MM13 and MM16 navibox

[Update](#)

[More info](#)



## Toyota Touch 2 with Go (High)

MM13 and MM16 navibox

[Update](#)

[More info](#)

**3- Choose the concerned system and follow the instructions**

To identify the Touch 2 with Go system (Low or High), check the tutorial:

[How to identify Touch 2 system configuration](#)

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## MM Diagnostic Recorder: Read out procedure

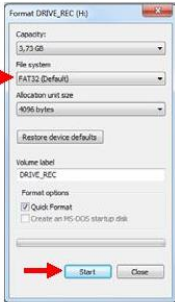
		<b>Title</b> Touch 2 DA Yaris, Verso-S, Hilux MM Diagnostic Recorder read out procedure	
<b>Vehicle</b> Model: Touch 2 (13CY) Year: VIN: DOFU: Mileage:	<b>Author</b> David Vaneyen	<b>Issue date</b> 28 July 2015	<b>Report type</b> Procedure
	<b>Part number</b>	<b>Maker number</b>	<b>Serial</b>
	<b>Model</b> Yaris, Verso-S, Hilux	<b>Country</b> Belgium	<b>Report number</b> FTG-BRO-2015-329
<b>Short report description:</b> This document explains how to read out the Touch 2 DA Yaris, Verso-S and Hilux diagnostic drive recorder			

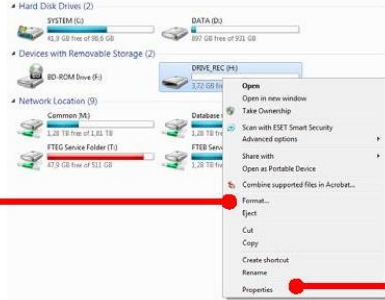
1. Preparation

1.1 USB thumb drive

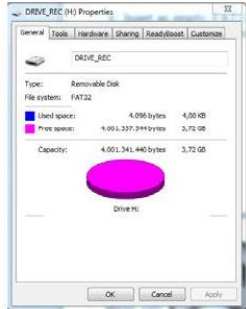
Have a FAT32 formatted, USB memory stick ready with a capacity of  $\geq 512$  Mb. You can check the file system of the USB stick or format the USB stick via your computer. The screenshots below are from Windows Explorer on Windows 7.

FAT32






FAT32 OK



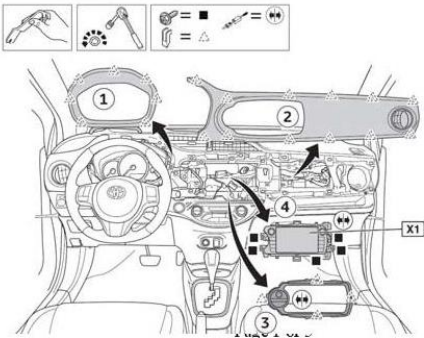
1.2 USB connection

If a navigation ECU ("GO") is connected to the DA please follow the additional steps below, if no navigation ECU is connected go immediately to step 2.

**Disconnect GO module and connect the USB connector to Touch 2:**

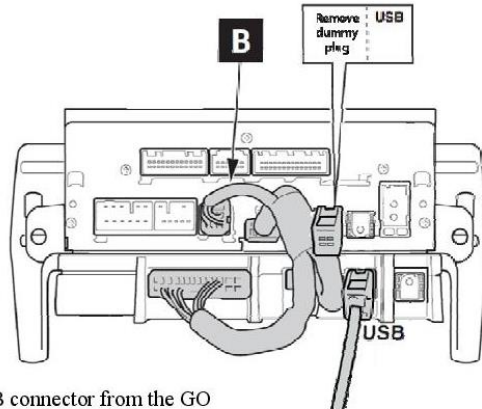
 Please consult TechDoc for detailed removal details:

1. Turn of ACC
2. Disconnect the battery
3. Remove the center trimmings according to the instructions in TechDoc
4. Unscrew to brackets from the vehicle and pull the Touch 2 with Go towards you to gain access to the rear connectors

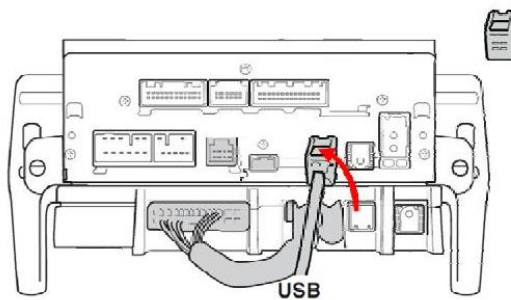



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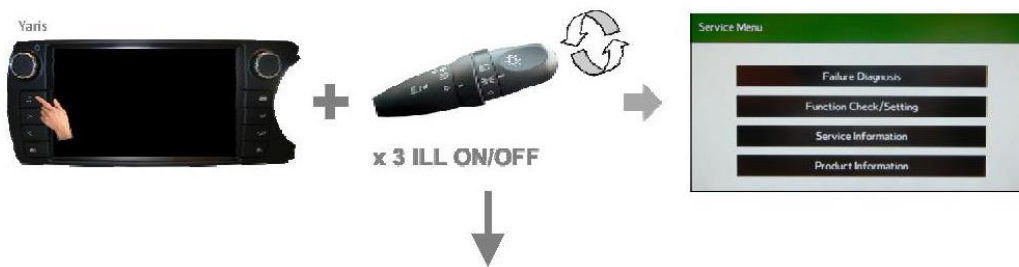
5. Disconnect the 2 rear connectors (B) coming from the GO to the Touch 2
6. Remove the dummy connector from the Touch 2 USB socket (may not apply to all configurations)



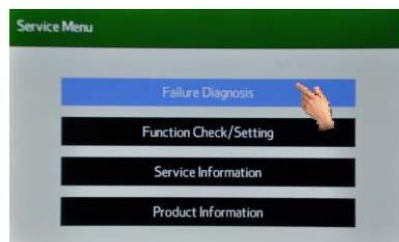
7. Unplug the USB connector from the GO
8. Insert the USB connector to the Touch 2



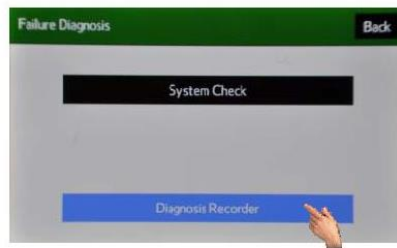
9. Reconnect the battery
2. Enter the diagnostic menu:
  - Turn on ACC and let the unit boot up
  - Press and hold the  "AUDIO" button and flip illumination ON/OFF 3 times



3. Select "Failure Diagnosis" from the "Service Menu"

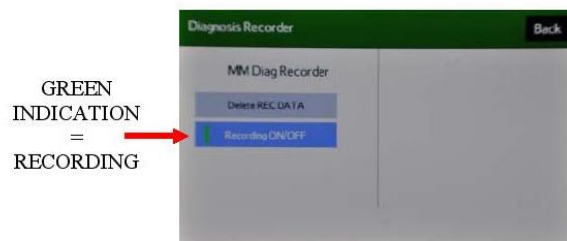


4. In the “Failure Diagnosis” menu select “Diagnosis Recorder”



5. Now you have entered the “Diagnosis Recorder” menu where you are presented 2 buttons:

- Delete REC DATA (disabled)
- Recording ON/OFF (with green indicator on the left)



6. Turn off “Recording” by pressing the “Recording ON/OFF” button. Note that the “Delete REC DATA” button just became enabled, please do not press it.



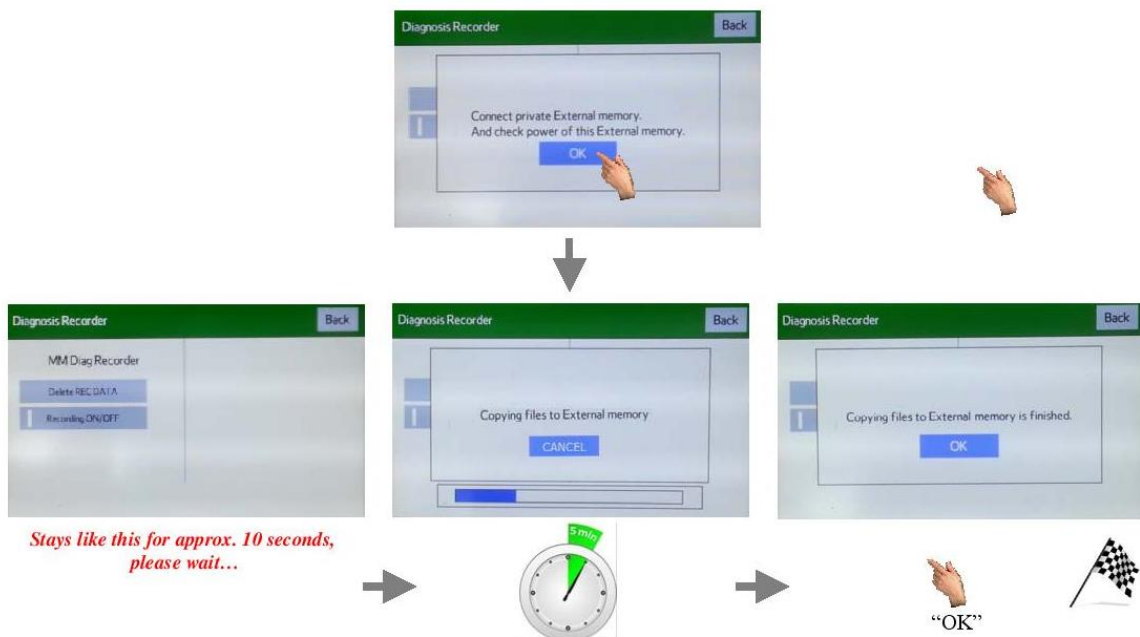
7. Press and hold the invisible button area till the “Start to copy...” prompt appears (takes about 5 seconds)



8. In the prompt press “Yes”, next a request to connect a USB memory pops-up.

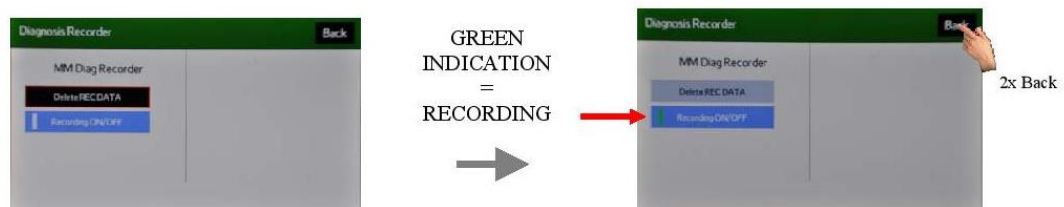


9. Insert the USB thumb drive and click “OK”



**Note: the transfer process takes between 3 and 5 minutes.  
Please do not turn off ACC or remove the USB memory during the transfer!**

10. Press the “Recording ON/OFF” button to start recording again, the indication on the button changes from white to green. Next press the back button 2 times to return to the “Service Menu”



11. Turn off ACC and remove the USB thumb drive.
12. If a navigation ECU was disconnected in step 1 please proceed with the instruction below else go to step 13

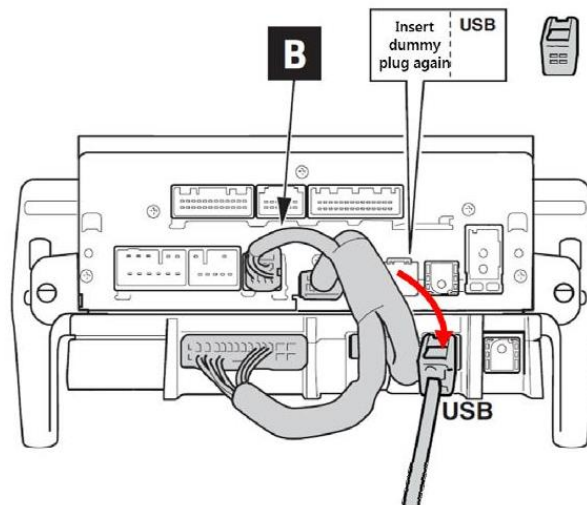
**⚠ Please consult TechDoc for detailed fitting details:**

**Reconnect GO module and reconnect USB to GO module**

1. Turn of ACC
2. Disconnect the battery
3. Swap the USB connector from Touch 2 again to the GO



4. Reinsert the dummy USB connector to the Touch 2 (may not apply to all configurations)
5. Reconnect the 2 connectors (B) coming from the GO to the Touch 2



6. Fix the brackets and reassemble the trimmings according to the instructions in TechDoc
7. Reconnect the battery
8. Turn on ACC
9. After the unit has start up completely verify that the system works properly (with attention to navigation and USB)
10. Turn off ACC
13. The drive recorder data is located in the folder “13DISP\_DREC” on the memory stick, please check if it exists. Should it not exist please repeat the procedure
14. Compress the folder “13DISP\_DREC” and all its contents to one of the following formats: zip, rar or 7z. To accomplish this you can use “WinZip”, “WinRAR” or the free tool “7zip”
15. Provide the compressed data folder like agreed (email, on CD, memory stick, FTP)

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